

Volunteer Digital Assessor



What does a Digital Assessor actually do?

A digital assessor helps people who contact Citizens Advice Flintshire by telephone or email. This is a vital service for people who cannot get into one of our local offices. Assessors deal with a wide range of problems and issues ranging from debt and benefit problems to employment, housing, consumer and relationship queries.

The digital assessor role entails:

- Interviewing clients on the telephone and responding to emails from clients to help them resolve their problem
- Looking up information relevant to the client's problem
- Reading, understanding and explaining this information to the client
- Identifying the next step to help the client – this could be information or an appointment for full advice, or signposting to another organisation.
- Writing a record of the client contact on the computer

Do I need any specific experience or qualifications to become a digital assessor?

No, specific qualifications or experience are not required for the role. However volunteer digital assessors do need the following skills and qualities.

Skills

- Good listening skills
- Clear communication skills when talking to people
- Research skills
- Computing skills (word processing, searching websites and using email)
- Basic numeracy skills
- Writing skills - to write clear accurate notes of client cases.

Qualities

- Reliability
- Open-minded and non-judgemental, with the ability to relate to people from a diverse range of backgrounds
- A commitment to the aims and principles of the Citizens Advice service.

How much time do I need to commit for this role?

This role requires commitment to:

- A minimum of half a day a week when on rota plus additional hours during the training period (see below).
- Volunteering for at least 6 months due to the training involved.

What training will I receive?

Volunteers receive full training and support for the role of digital assessor. The training comprises:

- A five day training programme
- Shadowing experienced assessors
- Self-study at home or in the office including reading and elearning during this training period and when on rota.

When volunteers go on rota they receive ongoing support from the advice supervisor.

Are expenses paid?

Volunteer travel expenses are paid. And volunteering should not affect any benefit entitlement.

What's in it for you?

- Make a real difference to people's lives.
- Learn about a range of issues such as benefits, debt, employment and housing.
- Build on valuable skills such as communication and digital skills and explaining information
- Increase your employability
- Work with a range of people in a team
- Have a positive impact on your community

What other opportunities are there for volunteers at Citizens Advice Flintshire?

Volunteers are involved in a wide range of activities. These include meeting and greeting clients at reception, helping with admin work, fundraising, marketing and publicity. See our website for details of all our volunteer roles –

www.flintshirecab.org.uk

What next?

If you would like to have an informal chat about volunteering please contact our Training Officer:

email: training@flintshirecab.org.uk or telephone 01244 846705

To request an application form and diversity monitoring form, please contact Sophie on 01352 706840 or email training@flintshirecab.org.uk