

Volunteer Assessor

What does a Volunteer Assessor do?

Assessors are trained to carry out initial assessments with clients. It will be the assessor's role to find out what the problem is and identify the next step to help our client resolve their problem. The Assessor will achieve this with the help and support of the Advice Supervisor. Clients come to Citizens Advice with a wide range of problems and issues ranging from debt and benefit problems to employment, housing, and consumer enquiries.

The role entails:

- Interviewing clients to help them explain their problems and situation
- Researching information relevant to the client's problem
- Reading, understanding and explaining this information to the client
- Exploring the pros and cons of different options to identify the best way to help the client resolve the problem
- Acting on behalf of the client, for example by making phone calls, writing letters and filling in forms
- Writing a record of the client interview

Do I need any specific experience or qualifications to start training as an assessor?

No specific qualifications or experience are required for this role. However, you will need the following skills and qualities.

Skills

- Good listening skills
- Clear communication skills when talking to people
- Computing skills (word processing, searching websites and using email)
- Research skills - being able to find and identify relevant information
- 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 to this role?

This role requires a commitment to:

- Attend the training day to complete the core training – once a week for 6 weeks.
- Coming in on the occasional second day, some weeks during the core training period to observe experienced assessors and advisers.
- Once on rota a minimum of one day a week 9 am– 3 pm (This can be split into 2 half days).
- Volunteering for approximately 6 months due to the training involved and for you to gain your certificate.

We are particularly keen to hear from people who are interested in making a difference in their local community.

What training will I receive?

Volunteers receive full training and support for the role of assessor.

The training comprises of:

- Training sessions.
- Shadowing and being mentored by experienced assessors to see how the process works in practice with clients.
- Self-study packs and e-learning that can be completed at home or when in the office.

Are expenses paid?

Volunteer travel expenses are paid.

Will volunteering affect my benefits?

No, volunteering should not affect any benefit entitlement.

Take a look at <https://www.gov.uk/guidance/volunteering-and-claiming-benefits> for more information.

If you receive Universal Credit, your volunteering can count to up to half the time you agree to spend looking for and preparing for work in your 'Claimant Commitment'.

What's in it for you?

- Make a real difference to people's lives
- Become part of a friendly supportive team
- Gain new skills as a stepping stone to paid work or make use of the skills and experience you have to help others
- Learn about a range of issues such as benefits, debt, employment and housing

Valuing inclusion

Citizens Advice Flintshire is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

What next?

If you would like an informal chat about volunteering please contact our Learning Support and Admin Coordinator Sophie on 01352 706840 or via email at

training@flintshirecab.org.uk

Asesydd Gwirfoddolwyr

Beth mae Asesydd Gwirfoddol yn ei wneud?

Mae aseswyr wedi'u hyfforddi i gynnal asesiadau cychwynnol gyda chleientiaid. Rôl yr aseswr fydd darganfod beth yw'r broblem a nodi'r cam nesaf i helpu ein cleient i ddatrys ei broblem. Bydd yr asesydd yn cyflawni hyn gyda chymorth a chefnogaeth y Goruchwyliwr Cyngori. Mae cleientiaid yn dod i Gyngor ar Bopeth gydag ystod eang o broblemau a materion yn amrywio o broblemau dyledion a budd-daliadau i gyflogaeth, tai ac ymholiadau defnyddwyr.

Mae'r rôl yn cynnwys:

- Cyfweld â chleientiaid i'w helpu i esbonio eu problemau a'u sefyllfa
- Ymchwilio i wybodaeth sy'n berthnasol i broblem y cleient
- Darllen, deall ac esbonio'r wybodaeth hon i'r cleient
- Archwilio manteision ac anfanteision gwahanol opsiynau i nodi'r ffordd orau o helpu'r cleient i ddatrys y broblem
- Gweithredu ar ran y cleient, er enghraifft drwy wneud galwadau ffôn, ysgrifennu llythyrau a llenwi ffurflenni
- Ysgrifennu cofnod o'r cyfweiliad cleient

A oes angen unrhyw brofiad neu gymwystrau penodol arnaf i ddechrau hyfforddi fel aseswr?

Nid oes angen unrhyw gymwystrau na phrofiad penodol ar gyfer y rôl hon. Fodd bynnag, bydd angen y sgiliau a'r rhinweddau canlynol.

Medrau

- Sgiliau gwrando da
- Sgiliau cyfathrebu clir wrth siarad â phobl
- Sgiliau cyfrifiadurol (prosesu geiriau, chwilio gwefannau a defnyddio e-bost)
- Sgiliau ymchwil – gallu dod o hyd i wybodaeth berthnasol a'i nodi
- Sgiliau ysgrifennu – i ysgrifennu nodiadau cywir clir o achosion cleientiaid

Rhinweddau

- Dibynadwyedd
- meddwl agored ac anfeirniadol, gyda'r gallu i uniaethu â phobl o ystod amrywiol o gefndiroedd
- Ymrwymiad i nodau ac egwyddorion y gwasanaeth Cyngor ar Bopeth

Faint o amser sydd ei angen arnaf i ymrwymo i'r rôl hon?

Mae'r rôl hon yn gofyn am ymrwymiad i:

- Mynychu'r diwrnod hyfforddi i gwblhau'r hyfforddiant craidd – unwaith yr wythnos am 6 wythnos.
- Yn dod i mewn ar yr ail ddiwrnod o dro i dro, rhai wythnosau yn ystod y cyfnod hyfforddi craidd i arsylwi aseswyr a chynghorwyr profiadol.
- Unwaith ar rota o leiaf un diwrnod yr wythnos 9 am-3 pm (gellir rhannu hyn yn 2 hanner diwrnod).
- Gwirfoddoli am oddeutu 6 mis oherwydd yr hyfforddiant dan sylw ac i chi ennill eich tystysgrif.

Rydym yn arbennig o awyddus i glywed gan bobl sydd â diddordeb mewn gwneud gwahaniaeth yn eu cymuned leol.

Pa hyfforddiant fydda i'n ei dderbyn?

Mae gwirfoddolwyr yn derbyn hyfforddiant a chefnogaeth lawn ar gyfer rôl asesydd.

Mae'r hyfforddiant yn cynnwys:

- Sesiynau hyfforddi.
- Cysgodi a chael eich mentora gan aseswyr profiadol i weld sut mae'r broses yn gweithio'n ymarferol gyda chleientiaid.
- Pecynnau hunan-astudio ac e-ddysgu y gellir eu cwblhau gartref neu pan fyddant yn y swyddfa.

A yw treuliau'n cael eu talu?

Mae costau teithio gwirfoddolwyr yn cael eu talu.

A fydd gwirfoddoli yn effeithio ar fy budd-daliadau?

Na, ni ddylai gwirfoddoli effeithio ar unrhyw hawl budd-dal.

Edrychwch ar <https://www.gov.uk/guidance/volunteering-and-claiming-benefits> am fwy o wybodaeth.

Os ydych yn derbyn Credyd Cynhwysol, gall eich gwirfoddoli gyfrif i hyd at hanner yr amser rydych yn cytuno i'w dreulio yn chwilio am waith ac yn paratoi ar gyfer gwaith yn eich 'Ymrwymiad Hawlydd'.

Beth sydd ynddo i ti?

- Gwneud gwahaniaeth go iawn i fywydau pobl
- Dod yn rhan o dîm cefnogol cyfeillgar
- Ennill sgiliau newydd fel cam tuag at waith cyflogedig neu ddefnyddio'r sgiliau a'r profiad sydd gennych i helpu eraill
- Dysgwch am amrywiaeth o faterion fel budd-daliadau, dyled, cyflogaeth a thai

Gwerthfawrogi cynhwysiant

Mae Cyngor ar Bopeth Sir y Fflint wedi ymrwymo i werthfawrogi amrywiaeth a hyrwyddo cydraddoldeb. Rydym yn annog ac yn croesawu ceisiadau gan ymgeiswyr cymwys o bob cefndir waeth beth fo'u hoedran, anabledd, ailbennu rhywedd, priodas a phartneriaeth sifil, beichiogrwydd a mamolaeth, hil, crefydd neu gred, rhyw neu gyfeiriadedd rhywiol.

Beth nesaf?

Os hoffech gael sgwrs anffurfiol am wirfoddoli, cysylltwch â'n Cydlynnydd Cymorth Dysgu a Gweinyddol Sophie ar 01352 706840 neu drwy e-bost yn **training@flintshirecab.org.uk**