

Job Specification – Project Support Volunteer

Overview of the role:

Our Project Support role is an important role within our service, ensuring our clients get the most supportive and effective journey when accessing assistance from us. The role involves some of the following areas, which provides assistance and support to our Advisers and clients in a number of ways:

Assessor & Client Support

- work alongside our Advisers to help clients with specific tasks for their cases.
- talk to clients over the phone/in-person to explore what problems they've come for help with and identify any relating issues or emergencies.
- help people set priorities and conduct capability checks to identify the right level of support for them.
- find information from our public site to assist clients with their issue, and signpost them to relevant information, resources or organisations that can help to resolve their issues.
- call clients to arrange appointments to get advice and explain what they'll need to prepare and/or have ready for their appointment.
- call third party organisations with, or on behalf of, clients to find out basic information regarding their case. E.g. calling a utility company to find out how much money may be owed
- call clients after they have received information, advice and support to find out the outcomes of their cases and establish if any further advice is required.
- write up records of the client's case and what activities have been undertaken.

Administration

- answer the telephone, reply to emails and post
- type up letters and read through documents checking for mistakes
- posting letters as required
- draft confirmation of advice letters/emails for clients, following their advice-sessions
- assessing and issuing Food bank vouchers and/or grants and support fund applications
- print and scan documents using a printer
- update spreadsheets and databases



What's in it for you?

- make a real difference to people's lives
- learn about a range of areas that affect clients
- build on valuable skills such as communication, listening, signposting, using initiative and problem-solving.
- Increase your employability
- work with a range of different people, independently and in a team.
- have a positive impact in your community and on broader society



What you need to have:

You don't need specific qualifications or skills, but you'll need to:

- be friendly, patient and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have good listening skills
- have excellent verbal and written communication skills
- have good IT skills
- be able to understand complex information and explain it (verbally and writing) to others

- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



How much time do you need to give?

We ask for a minimum commitment of 8 hours per week (Monday - Friday) which can be flexibly undertaken throughout the week across 1 or 2 days. For at least the first 6 months, and until your full training-plan is complete, you will work from one of our offices (or project outreaches, should it be appropriate) to ensure you have the support and supervision required to undertake the role.



What does the training look like?

On joining Citizens Advice Cornwall, you will receive a full induction and introduction into the service. On completion of this, you will receive comprehensive training on the systems and processes required within your role, and receive full support and guidance from your Supervisor and the Training team.

After your introduction and induction with CA Cornwall, you will begin the specific Project Support Training programme. This will include a blended learning approach of in-person sessions at one of our offices, online sessions over Microsoft Teams and e-learning modules. This training plan will allow you to gain all the learning and experience required to become a fully trained member of our Project support team.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in the Project support role, and would like to discuss



flexibility around location, time, 'what you will do' and how we can support you please contact us.

Email: recruitment@cacornwall.org.uk