**Volunteer Roles**

Before you proceed with your application, please be aware that to be a volunteer at KCALC we will require a minimum commitment from you of 2 half days or 1 full day between the hours of 9.00 am - 4.00 pm Monday and/or Tuesday for at least 12 months, dependent on the role.

1. **Advice Guide/meet and greet/host**

* Welcome clients into the centre
* Assist clients who have an appointment to book in our system, and direct them to the waiting area
* Provide clients with support information where appropriate, including details of other agencies
* Identify the nature of the clients’ problem and deciding the appropriate next step, this might be done face to face or by call back
* Point out leaflets and factsheets via our online system
* Alert the supervisor if the client has an emergency or an urgent advice needed, by identifying a crisis situation, where if nothing is done about it immediately an individual liberty, life, home or service will be lost
* Assist clients in using the Contact Centre computers to find information on the public site and on other relevant websites
* Assist clients to access additional citizens advice services where needed, eg helping log on to a Zoom meeting with a specialist
* Help to collect and record basic monitoring information about clients and the services they use
* Liaise with supervisor to decide if a client needs a gateway assessment/ same day appointment
* Provide support to clients to carry out tasks online, including making applications for benefits etc. Assisting with benefits checks using Better off Kirklees