**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 to Friday 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

1. **Advisors**

* Conduct full advice interviews face to face or by phone by booked time slots
* Look up all advice on our Internal Advice System and consult with supervisor where necessary
* Record an accurate case record on case management system in line with our quality standards
* Identify any Research and campaign issues and contribute to campaigning work

1. **Form Fillers**

* Complete forms for benefit claims, either by phone or face to face.
* Identify eligibility and entitlement before completing form
* Advice client on procedures for Mandatory Reconsideration and Appeals
* Complete an accurate case record on our case management system.
* Identify social policy issues.

1. **Telephone Advice Line**

* Answering calls from clients contacting the service for information or advice. (We can provide face to face assistance for those who need it)
* Identifying the nature of the clients’ problem and deciding the appropriate next step, this might be done face to face or by call back
* Transferring clients through to the appropriate agency once next step is needed
* Alerting supervisors of clients with emergency or urgent advice needs and those who require more support to deal with their queries
* Assisting clients to use Citizens Advice Public Site and other on-line resources to find self- help information
* Guiding clients through the information and explaining it clearly
* Completing a case record on a case management system, in line with quality standards, identifying research and campaign issues, thereby contributing to Kirklees policy and campaigning work

1. **Research & Campaigns**

* Understand the importance of Research & Campaigns
* Ability to spot Research & Campaigns Issues
* Collect and research evidence
* Assist with campaigning on local and national issues