



What will you do?

- complete an introduction to Citizens Advice and undertake bespoke training for your role
- assist clients to complete Disability Benefit forms, either on-line or paper copies
- assist clients to obtain evidence to support their claim
- conduct home visits across West Oxfordshire
- update and record information onto the client recording database
- make an application to the Disclosure and Barring Service



What's in it for you?

- gain and build on valuable skills and experience such as communication, IT skills and working in a team
- learn about issues such as benefits and debt
- build on valuable skills such as communication, listening and empathy.
- increase your employability
- contribute to the smooth running of the advice service which makes a real difference to peoples' lives
- work with a range of different people, independently and in a team.
- Reimbursement of travel expenses at 45 pence per mile.



What do you need to have?

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

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have good IT skills
- be calm under pressure
- 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
- a current full driving licence



How much time do you need to give?

We can be flexible about the time spent and how often you volunteer but, ideally, availability to conduct at least 2 home visits a week. Home visits can take up to 3 hours each visit plus additional travel and admin time. Therefore approx 8-10 hours a week.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.



Contact details

Email recruitment@cawo.org.uk for an application form.



Helping people find a way forward, whoever they are and wherever they are

www.citizensadvicewestoxon.org

Facebook @CitizensAdviceWestOxon

Twitter @CAwestoxon

617794

Charity Registration No 1092539

Authorised and regulated by the Financial Conduct Authority FRN: