

# Initial checker



## What will you do?

- complete an introduction to Citizens Advice and training for your role
- talk to clients over the phone, face to face, or online to explore what problems they've come for help with and identify the right level of support for them
- write a summary of the clients' problems and what action you've taken
- look out for problems that are common, or are unfair, and write a short report about the problem or a letter to an elected official like an MP, AM or local councillor

Some examples of what you could do:

- find information online about applying for a benefit and show the client where they can access this for themselves
- book an appointment for the client to see a debt adviser to discuss the money they owe to landlord and energy company
- call the local mental health organisation to book an appointment for the client



## What's in it for you?

- make a real difference to people's lives by making sure that clients receive the right support for them
- learn about a range of issues such as benefits, debt, employment and housing.
- build on valuable skills such as communication, listening and questioning
- increase your employability
- work with a range of different people, independently and in a team.
- have a positive impact in your community.

And we'll reimburse expenses too.

If you're a law student and you train as a Citizens Advice adviser, you can get up to six months off your solicitor training contract!



## What do you need to have?

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 listening skills
- have excellent verbal and written communication skills
- have good maths and IT skills
- be able to understand information and explain it to others
- be able to keep 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



## How much time do you need to give?

Ideally we ask for 6 hours per week, which can be over one day or spread over two days, for at least 6 months.

We can be flexible so come and talk to us.



## 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.

If you are interested in becoming an initial checker and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



## Contact details

Contact us on 01706 252012 or fill in a webform at <https://carh.org.uk/index.php/contacts> and Lindsey will call you back for an informal chat about volunteering with Citizens Advice Rossendale & Hyndburn