

Universal Support: Help to claim Adviser:



What will you do?

- complete an introduction to Citizens Advice and training for your role
- talk to clients face to face to explore whether they are eligible for the Universal Support: Help to claim service and how they would prefer to receive support
- help clients to set up a Universal Credit account and submit a claim
- help clients prepare for their first appointment with a work coach
- help clients to understand their first Universal Credit payment
- talk to clients to explore if there are any other problems that they need help with (finances, debt, benefits, housing etc) and refer the client to another Citizens Advice adviser, or another organisation
- 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



What's in it for you?

- make a real difference to people's lives
- learn in depth about key aspects of Universal Credit
- build on valuable skills such as communication, listening and problem solving, and 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 training to be a solicitor and you train and volunteer as a local Citizens Advice adviser, you may be able to get up to six months off your solicitor training contract. See [Solicitors Regulation Authority](#) for more information.



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 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 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 8 hours per week, which can be over one day or spread over two days, for at least 12 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 adviser and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

Email: recruit@cahavant.org.uk

Address: Recruit, Citizens Advice Havant, Leigh Park Community Centre, Dunsbury Way, Havant, Hants. PO9 5BG