

Employer:	Advising London (AL)
Responsible to:	Supporting London Co-ordinator
Employments Status:	Volunteer
Hours:	Minimum 12hrs each week
Availability:	(Monday to Thursday) flexible to your availability
Duration:	Minimum 3 - 6 months

Role summary

As a Client Support Officer you will assist people with practical issues like letter writing, form filling: online or paper based, internet searches for homes, jobs, contacting 3rd parties, and much more. You will also be involved in helping them to develop their own ideas and skills to make decisions and deal with issues themselves. Our Client Support Officers will provide services at our main delivery site in Camberwell and at designated outreach locations. This role would suit someone who has an interest in working with people and supporting the community.

Responsibilities

- To liaise with staff, other volunteers, contacting 3rd Parties by phone or email and writing legal letters with the client” using our Advising London’s templates.
- Completing online forms and benefit applications, personal budget sheets
- Working with clients to improve their understanding and confidence in dealing with their situation through one to one support or group workshops
- Researching additional services available to our clients when needed and providing information such self-help guides and fact sheets
- Working with (but not limited to) vulnerable adults and providing high quality support to all clients who attend our services
- Providing a holistic service and ensuring that clients feel supported after our intervention
- Maintain up-to-date, accurate and confidential records of all clients via our case management system
- Providing any other administrative support to ensure smooth running of the service and charity
- Adhere to Advising London’s policies, working within an equal opportunities and non-discriminatory framework.

Our requirements

- Ability to use a variety of IT packages (Microsoft word, excel, power point and outlook).
- Good communication skills including telephone skills
- Good written skills, articulate with good spelling and grammar
- Ability to delivering high quality customer care when working with members of the public
- Willing to work with people from a range of backgrounds, some of whom will require substantial support due to health or literacy problems
- A willingness to work with people who are facing stressful situations and who may be distressed
- You must be willing and able to work in an environment where equal opportunities, impartiality and confidentiality are fundamental to the services we provide
- Flexible attitude and able to take initiative
- Enthusiasm for, and a commitment to, working in a team
- You must not be a service user of Advising London within the last two years

What's in it for you

Gaining direct experience of delivering high quality customer care and supporting clients through difficult times. Volunteering with Advising London generate further transferable skills as we encourage you to attend relevant training, developing new skills and putting existing skills to good use. You will be getting invaluable work experience and simultaneously getting involved with the community

Expenses

The organisation's volunteers are able to claim reasonable **out of pocket expenses**, subject to the production of receipts as evidence of the expenditure. This is necessary to ensure that all individuals have access to voluntary opportunities.

Recruitment Process entails

Interview, DBS check (at no cost to the volunteer), references, induction training and trial period.

How to start volunteering

If you would like to become part of a growing team dedicated to combatting poverty and injustice please download the application form from <http://advising.london/volunteer>

If you require further information regarding the roles please contact us by emailing volunteering@advising.london or calling 020 3752 5520