

Employer:	Advising London (AL)
Responsible to:	Advice Centre Manager
Employments Status:	Volunteer
Hours:	Minimum 10hrs each week
Availability:	(Monday to Thursday) flexible to your availability
Duration:	Minimum 3 - 6 months

Role summary

All clients attending our drop-in service will be triaged. The process is used to help us determine why the client has attended and establish what level of assistance/support they are seeking, thus reducing the time clients spend waiting. The process consists of a brief interview lasting approximately 10 minutes where information of the enquiry is taken, any urgent matters or deadlines are recorded and, in some cases, to make an assessment of the client's ability to take action themselves. Our Triager will have the rewarding role of being one of the first point of contact for clients.

Responsibilities

- Triaging clients and providing information, guidance or signposting them to the appropriate legal adviser for their issue
- Maintain up-to-date, accurate and confidential records of all clients via our case management system
- Working with clients to improve their understanding and confidence in dealing with their situation through one to one support including making calls on behalf of the client and explaining the content of letters that clients may be confused about
- Completing forms and documentation for clients, these may be online
- Researching additional services available to our clients when needed and providing relevant information from Adviser Net (internal online resource) and or others
- Providing a holistic service and ensuring that clients feel supported after our intervention at the drop in sessions
- Providing any other administrative support to ensure smooth running of the service and charity
- Working with (but not limited to) vulnerable adults and providing high quality support to all clients who attend our services
- 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
- A willingness to work with people who are facing stressful situations and who may be distressed in a busy drop in service
- Experience and understanding of the importance of providing high quality customer care when working with members of the public
- You must be willing and able to work in an environment where equal opportunities, impartiality and confidentiality are fundamental to the service 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