

Casework Assistant

What will you do?

- complete an introduction to Citizens Advice and training for your role
- Work with Citizens Advice caseworkers who help clients with specific problems over a period of
- calling clients to arrange appointments to get advice and explain what they'll need to bring
- undertaking typing, filing, photocopying, scanning/uploading documents to Casebook
- completing our online data base systems, Casebook and Charity log, with clients' details, nature of enquiry etc.
- updating the CW's client spreadsheet
- keeping this manual up to date in order to facilitate the work of future generations of CW assistants

Tasks may include:

- assisting CWs with Care of Advice Letters
- attending and taking notes of meetings and preparing "minutes" of the meeting
- collecting and collating documents for meetings, including tribunals and court hearings
- undertaking research into specific areas relating to clients' issues
- writing letters to clients and relevant people/organisations
- accompanying caseworker to tribunals / court etc. to observe proceedings
- Answering the initial phone calls from clients to Bromley Well (a local organisation consisting of local charities of which Citizens Advice Bromley is one).

This list is not exhaustive and these are just potential tasks – you will not be expected to fulfil all these roles at the same time, and we will aim to take your preferences into account

where possible. If you are particularly interested in a specific area or skill, please let us know.



What's in it for you?

- make a real difference to people's lives
- learn about a range of areas such as benefits, debt and housing, and how problems in these areas can affect clients
- build on valuable skills such as communication, research, campaigns, how to engage with a range of audiences and working with client

And we'll reimburse expenses too, within limits



What do you need to have?

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

- be non-judgmental and respect views, values and cultures that are different to your own
- have excellent verbal, written communication and IT skills
- have a positive attitude towards research and campaigns, keeping up to date with current issues and sharing your knowledge
- experience of research and writing reports
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- live in the London Borough of Bromley or close by



How much time do you need to give?

Usually about a day or 2 half days a week for at least a year. We can be flexible about the time spent and how often you volunteer 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 a research and campaigns volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

To apply please email Recruitment@citizensadvicebromley.org.uk