Digital Assistant

What will you do?

- complete an introduction to Citizens Advice and training for your role
- talk to clients face to face, to help them find information online that can help them solve their problems
- help clients carry out an activity online to solve their problems

Some examples of what you could do:

- find the information online that explains how to check a client's state pension age and help them to do this
- find the information online about how to renew vehicle tax and help a client to do this
- help a client find and understand steps they can take to deal with their rent arrears
- 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 about a range of issues such as benefits, debt and housing
- build on valuable skills such as communication, listening, supporting others to use the internet
- 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.

What do you need to have?

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

- be friendly, approachable and patient
- 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 one day per week (7 hours) for at least 3-6 months.

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 digital/information assistant and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.