

## Casework Assistant

### What will you do?

- complete an introduction to Citizens Advice Bromley and other mandatory training for your role
- work with Citizens Advice caseworkers who help clients with specific problems
- call clients to arrange appointments, get information, and explain what they'll need to bring
- talk to clients after the appointment to find out how Citizens Advice helped them with their problem and record outcomes - complete our online database system, Charity log, with clients' details, nature of enquiry etc.,
- attend and prepare "minutes" of the meetings
- collect and collate documents for meetings, including tribunals and court hearings
- undertake research into specific areas relating to clients' issues
- write letters to clients and relevant people/organisations
- assist Caseworker with trial bundles
- undertake typing, filing, photocopying, scanning/uploading documents to Casebook

### How will my time be organised?

Your time volunteering here will be spent supporting the caseworkers working in one of the following specialisms: Benefits, Debt, Housing and Employment. It may be possible that over your time with us you can support caseworkers in more than one discipline, broadening your experience.

### What's in it for you?

- make a real difference to people's lives
- build on valuable skills such as communication, listening, research, campaigns, how to engage with a range of audiences and working with clients

- increase your employability
- work with a range of different people, independently and in a team.
- learn about a range of areas such as benefits, debt and housing and how problems in these areas can affect clients

## What do you need to have?

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

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

## How much time do you need to give?

You need to be able to volunteer a minimum of 1 full day or 2 half days per week for a minimum period of 1 year. A full day is 9:00am to 5.00 pm with an hour for break

## Valuing inclusion

Our volunteers come from a range of backgrounds, and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people. If you are interested in becoming a casework assistant and would like to discuss flexibility around location, time, 'what you will do' and how we can support please contact us.

## Contact details and next steps

For more information and an application form please contact our HR Recruitment, at [recruitment@citizensadvicebromley.org.uk](mailto:recruitment@citizensadvicebromley.org.uk)