

<b>Employer:</b>	Advising Communities (AC)
<b>Responsible to:</b>	Project Co-ordinator
<b>Employments Status:</b>	Volunteer
<b>Hours:</b>	Minimum 8hrs each week
<b>Availability:</b>	(Monday to Friday) flexible to your availability
<b>Duration:</b>	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 3<sup>rd</sup> 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 AC'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
- Follow all administrative procedures relevant to the session you are delivering support on. Ensuring relevant paperwork is completed correctly, details of the support given are up to date, accurate and of the appropriate detail and where relevant added to our case management system.
- Providing any other administrative support to ensure smooth running of the service and charity
- Adhere to AC's policies, working within an equal opportunities and non-discriminatory framework.
- Attend regular bi-monthly supervision meetings with your volunteer supervisor
- Attend volunteer training and meetings as required

### 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

If you would like to apply for the role or require further information please visit: [www.advisingcommunities.uk](http://www.advisingcommunities.uk) or call 03000301121