

# Casework assistant (Housing)



## What will you do?

- complete an introduction to Citizens Advice and training for your role
- work with Citizens Advice caseworkers who help clients with many aspects of housing problems from rent arrears to possession proceedings and eviction and clients who are homeless and require the assistance of the local council
- call clients to arrange appointments to get advice and explain what they'll need to bring
- contact clients to take details of their query and obtain detailed information about their circumstances
- contact clients to obtain copies of important documents to assist caseworkers with progressing their housing issues
- contact clients who have already had initial assistance to obtain an update on their circumstances and feedback to their caseworker
- Facilitate the digital signing of documents such as Witness statements and court forms by clients
- Calls to various organisations/individuals to obtain or provide information to progress the housing case for our clients



## What's in it for you?

- make a real difference to people's lives
- build on valuable skills such as communication, listening and evaluation
- 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 and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have good listening skills
- have good verbal and written communication skills
- have good IT skills
- 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?

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 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 you please contact us.



## Contact details

[Volunteers@cabb.org.uk](mailto:Volunteers@cabb.org.uk)

