

Client support (Housing) role



What will you do?

- complete an introduction to Citizens Advice and training for your role
- Assist our clients in the process of obtaining legal aid to fund the casework that the housing team will carry out on their behalf

Some examples of what you could do:

- Obtain details of the household income by asking structured questions
- Assist our clients in being able to evidence their income, by helping them to log into their Universal Credit award and printing their most recent payment statement
- Make calls to the Department of Work & Pensions (DWP) with the client present to give their consent for us to obtain verbal proof of other benefit payments if not Universal Credit
- Make follow up requests to the DWP for written evidence of benefits for a client
- Assist the client in the practical aspect of obtaining bank statements or pay slips or award letters to prove their income
- Talk the client through the application for legal aid funding, what it means to them and what their and our obligations are whilst funded by legal aid
- Completing legal aid application forms and gaining written consent and authority for us to record and share information and to act on their behalf by contacting other parties such as their landlords or the council homelessness team.
- Contacting clients who have been open to us for a period of time to check for any changes in their financial circumstances and updating the file accordingly should further evidence be required

What's in it for you?

- make a real difference to people's lives by helping clients to have access to a legal representative
- learn about all different aspects of legal aid and the eligibility criteria
- build on valuable skills such as communication, listening, using your initiative and problem solving
- increase your employability
- work with a range of different people
- 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, patient and approachable
- 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 6 hours per week as a minimum, which can be over 1 day or 2 days, for at least 6 months.

We can be flexible 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 a client support role and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

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