



Adviser



Trustee Board Member



PR/Fundraiser



Adviser



IT support



Administrator

What do our volunteers do?



Gateway assessment roles

Citizens Advice's new gateway approach helps clients to be quickly assessed and their issues progressed to the most appropriate next stage. That might be self-help information or an appointment with a specialist adviser. Gateway interviews can be carried out face-to-face or by telephone. The following new roles help to support this approach.

Reception:

The gateway approach extends the reception role and depending on the resources in the bureau the role may be undertaken by one or more people. The role is an integral part of the session team, with the advice session supervisor actively supporting and keeping you informed about the session.

As a reception worker you will:

- Greet clients and other visitors
- Ensure clients know what is happening and how long they have to wait
- Explain the services available
- Point out and hand out leaflets, lists and self-help materials
- Monitor client numbers and waiting times
- Maintain the reception area
- Enter information into computer systems

Specific qualifications and experience are not required to take on the reception role. You need to:

- Have a good manner when talking to people
- Have basic computing skills
- An understanding of, and commitment to, confidentiality
- Be friendly and approachable

Information Assistants

Information Assistants play a key role in enabling clients to find the information that they need and/or to use the different facilities, kiosks, online PCs, benefits calculators, direct-dial phones and so on, that are available.

As an Information Assistant you will:

- Actively promote the use of kiosks/PCs
- Support clients using kiosks or PCs



Website designer



Adviser



IT support



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Campaigner



Administrator

What do our volunteers do?



- Help identify the correct leaflet, self-help resource or service provider
- Identify where a gateway assessment may be required
- Record client numbers and issues

Specific qualifications and experience are not required to take on the role. You need to:

- Have a good manner when talking to people
- Have basic computing and good literacy skills
- Be friendly and approachable

Gateway Assessors

This is a dynamic and focused role. As a Gateway Assessor you will:

- Greet clients and explain the gateway assessment process
- Explore the client's problem(s) and situation
- Assess the risk/urgency of the client's issue and their ability to deal with the problem themselves
- Identify the next step that needs to be taken
- Summarise the content of the interview for the client and explain what happens next
- Ensure clients know they can return if necessary
- Update the database, completing the gateway assessment screens

Specific qualifications or experience are not required to train to be a Gateway Assessor. Citizens Advice has a wide range of assessors.

You need to:

- Be good at listening
- Have a good manner when talking to people
- Have basic computing skills
- Be open minded and non-judgemental
- Enjoy helping people

CAB volunteer recruitment line 08451 264 264
www.citizensadvice.org.uk/volunteer_bureau_search