

Volunteer Opportunity

Paddock Wood Community Advice Centre is currently seeking Volunteer Advisers who can commit to at least one day per week (9.30am-1.30pm) for a minimum of six months. No experience is necessary however it would be beneficial if you have a customer service skills and/or an advisory or legal background. Law students wishing to gain experience and apply their skills in practice are welcome to apply and encouraged to do so. We would also like to hear from people with marketing or fundraising experience.

About us

We are a registered company with charity status and all our advisers and caseworkers are volunteers. We are a member of Advice UK, the UK's largest support network for free, independent advice centres and we are also registered with the Child Poverty Action Group, the Money Advice Service, Shelter and Rightsnet for further resources, guidance and support.

What service do we provide?

We offer a full, free, confidential and impartial advice service for Paddock Wood and the surrounding areas. All our advisers provide generalist advice in a wide range of areas, including benefits, consumer matters, employment, family, housing, money advice and relationship breakdown. We also have specialist debt and welfare rights advisers who can help clients manage their finances when things become overwhelming and represent clients at benefit tribunals to challenge Department of Work and Pensions' decisions.

Volunteer Adviser role:

- Interview clients face to face or by telephone to identify the nature of their issue(s)
- Provide advice and signposting to empower clients to resolve their own issue(s) where possible, making referrals to external agencies if appropriate
- Provide guidance on filling in forms, making telephone calls and completing online applications
- Act on behalf of clients where necessary by making telephone calls, drafting letters or negotiating with third parties such as creditors, the Local Authority, the Department of Work and Pensions or Housing Associations
- Maintain accurate, confidential client and case records using the AdvicePro case management system
- Attend team meetings and training sessions as required and keep up to date with relevant developments and new information concerning client issues
- Comply with all internal policies and procedures

To apply:

For more information and/or to apply for the role, please call 01892 838619 or email your CV to info@pwadvice.org together with your availability