

Form Filler Volunteer

What will you do?

- Complete an introduction to Citizens Advice and training for your role.
- Focus on supporting clients to fill in disability forms by enabling them to properly explain how their disability or illness affects them day-to-day.
- In practice, this will entail the completion of paper and online disability forms with clients, for example PIP, DLA, AA, UC50 to apply for a benefit.
- Write a limited summary of the clients' problems and what action you've taken.
- Look out for problems that are common, or are unfair, and write a short report about the problem or a letter to an elected official like an MP, AM or local councillor in discussion with the supervisor.

What's in it for you?

- Make a real difference to people's lives.
- Gain in-depth knowledge about specific issues, such as benefits.
- Have the option to do further training and development going forward.
- Build on valuable skills such as communication, questioning and listening, interpreting information and summarising.
- 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?

Full training will be given, so 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 excellent verbal and written communication skills.
- Have good IT skills.
- Be able to understand information and summarise it.
- 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 6-12 hours per week, which can be over one day or spread over two 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 becoming a form filler for Citizens Advice East Berkshire and would like to discuss flexibility around location, time and 'what you will do' please contact us.



Contact details

For more information on the role and to apply, please email recruitment@caeb.org.uk detailing the role which you are applying for.