

Debt Case Support Volunteer



What will you do?

As a Debt Case Support volunteer you will work alongside Supervisors and debt specialists to help clients move forward with their debts. You will help the client to gather information needed, complete debt assessments so the client can know their options and liaise between parties to get a successful debt solution.

Attend training and keep up to date so you are FCA compliant, supported as part of a team

Help the client and debt advisor to gather the information needed and be a listening ear to link them to wider support

Complete benefit checks and debt assessments to help identify options

Support the client and debt advisor to keep things moving to a debt solutions such as chase creditors for updates, support the client to get copies of documents, apply for grants to clear debts.



What is in it for you?

Make a real difference to people's lives

learn about a range of issues such as benefits, debt, employment and housing

build on valuable skills such as communication, and problem solving, and increase your employability

work with a range of different people, independently, in a team and within your local community

have a positive impact in your community. 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 a positive attitude towards fundraising

have excellent 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 fundraising volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

Apply via our website

www.adviceinwestsussex.org.uk/volunteering

**If you have any questions about the role email
volunteer@westsussexcab.org.uk**

