**Citizens Advice Camden**

**Help to claim Universal Credit – a new volunteer opportunity for the digital age**

Citizens Advice Camden provides high quality advice to those who live, work or study in the Borough of Camden.

This new role is aimed at offering 1:1 support to clients who are unable or struggling to cope with online challenges including forms and applications

What will you do:

* Prepare clients to go online
* Build their confidence to use the internet and reduce fear of IT and technology
* Help set up online accounts and offer online security awareness
* Assist with completing and submitting online forms, such as for Universal Credit
* Refer clients to a Citizens Advice adviser, or another organisation for help with a range of other issues
* Write a summary of the clients’ problems and what action you’ve take

Qualifications/experience:

* Computer literate
* Confident using email, internet and Microsoft Office (or similar packages)
* Competent at setting up accounts (email) and attaching/uploading documents
* Able to input data and information accurately
* Patient and with a good manner to support vulnerable clients
* Be open minded and non-judgemental
* Enjoy helping people
* be friendly and approachable
* respect views, values and cultures that are different to your own
* have good listening skills

Training:

* Two weeks training of 1 day per week
* Self-study through Learning and Assessment Records and online e-learning
* Regular volunteering of one day per week

What’s in it for you:

* It’s an opportunity to learn new skills and to develop existing ones
* learn in-depth about Universal Credit application process, build on valuable skills such as communication, digital support skills, and increase your employability
* A range of wider advice training is available
* You meet and volunteer alongside a variety of people in a supportive environment
* You make a real difference in your community, improve peoples’ lives and influence the development of national and local policies and services

For more information, or to apply, email volunteer@citizensadvice.org.uk