



## **Digital Assistant**

### **Hillingdon Office, Uxbridge**

#### **What will you do?**

- complete an introduction to Citizens Advice and training for your role
- communicate with clients via a range of channels, to help them find information that can help them solve their problems
- help clients carry out an activity online to solve their problems

Some examples of what you could do:

- find the information online that explains how to check a client's state pension age and help them to do this
- find the information online about how to renew vehicle tax and help a client to do this
- Fill in on-line forms
- write a 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

#### **What's in it for you?**

- make a real difference to people's lives
- learn about a range of issues such as benefits, debt and housing
- build on valuable skills such as communication, listening, supporting others to use the internet
- 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 qualifications do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly, approachable and patient
- 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 maths
- Have very good IT/digital skills
- be able to understand information and explain it to others
- 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 which will include training to provide services via F2F, telephone, email and webchat communications.

## How much time do you need to give?

Ideally, we ask for one day per week (7 hours) for at least 6 months.

## Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming a digital/information assistant and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.

## To apply please contact:

H4ALL Volunteer Development Team

Email [VolunteerHub@H4All.org.uk](mailto:VolunteerHub@H4All.org.uk)

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