



What will you do?

This is a key frontline role helping people who are seeking information and advice. Our aim is to provide an effective and efficient advice service to members of the public and our assessors are at the heart of this work.

As a Gateway Assessor, you'll work as part of a team directly with residents who need advice both face to face in community venues and on the phone. You'll suggest the appropriate next steps after finding out more about the client's problem and situation. This might be providing information, making an appointment with an Adviser, or making a referral to another organisation.



How much time do you need to give?

The initial training takes around 1 month if you attend twice a week. We prefer people who can commit to 2 days a week for at least 6 months after completing the initial training.



What do you need to have?

No formal qualifications are required – just the right attitude and dedication. We're looking for volunteers who:

- are friendly, caring and empathetic
- are non-judgemental and able to remain impartial
- have strong communication skills, both written and verbal, and are a good listener – you'll need to be able to assess client's problems using sensitive listening and questioning
- have a good level of literacy and numeracy skills, including attention to detail
- are comfortable using computers for training, communications and writing up notes
- can work as part of a diverse team

- can handle challenging situations and use their initiative to solve problems
- will commit to the training programme and continuous professional development

We are keen to encourage volunteers who speak a community language e.g. Arabic, Bengali, Farsi or European languages.

You'll also need to complete an Enhanced level DBS disclosure (criminal record check), which we will arrange. Having a criminal record does not necessarily prevent you from volunteering with us.



What we offer you

- Our Volunteer_Coordinator will support you throughout your volunteering journey at CAW and ensure that you get any training that you might need
- You'll join a positive, supportive and friendly team of volunteers and paid staff
- All our volunteers are an integral part of our team. You'll be invited to attend regular training sessions, join social events and support group activities
- Your line manager will provide regular individual meetings and support
- You'll have access to the national Citizens Advice e-learning, networks and resources.
- Reimbursement of agreed out of pocket expenses.

Progression

There may be opportunities to progress into Adviser roles. Advisers explore and discuss clients' issues and options in more depth and suggest the next steps.

If you are interested in joining the advice team, then you need to be prepared for a longer commitment and training.

Our commitment to inclusion

We welcome volunteers from all backgrounds and particularly encourage applications from people with physical or mental health conditions, and people from Black Asian Minority Ethnic (BAME) and LGBTQ+ communities.

We are dedicated to creating an inclusive and welcoming environment for everyone, and we expect our volunteers and staff to share this commitment.

Confidentiality

Everything that you see and hear in the organisation is private. All staff and volunteers must sign an agreement to observe a strict rule of confidentiality before they begin their role.



How to apply

You will need to complete [the online application form](#).

Please email us at volunteering@westminstercab.org.uk if you'd like a paper copy of the form.

What happens after I have filled in the application form?

Your application will be acknowledged, and we will let you know when you should expect to hear back from us. Once your application has been reviewed and shortlisted, we will contact you for a conversation about your interest in volunteering at CAW. You may be asked to undertake a basic skills assessment and participate in an interview. The process will be friendly and supportive!

If you have any questions about the volunteer roles prior to completing your application please contact volunteering@westminstercab.org.uk