

# Citizens Advice York Volunteering

## Telephone Assessor

As a telephone assessor you would be the first point of contact for people who phone our helpline.

### What we ask of you:

To volunteer for at least 6 hours per week for at least 12 months.

### What you'll do:

- Speak to clients over the phone
- Assess their problem and identify key details
- Communicate basic information, usually from our website
- Signpost or refer clients according to their needs
- Record all your actions onto our client database

### We need you to:

- Have excellent communication skills
- Be open, approachable and non-judgemental
- Be able to find and sift through information
- Have good computer skills

### Interested?

Find out more on our website [www.citizensadviceyork.org.uk/volunteer](http://www.citizensadviceyork.org.uk/volunteer)

Or email [admin@yorkcab.org.uk](mailto:admin@yorkcab.org.uk)



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