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**North Bristol Advice Centre**

**Debt Advice Support Volunteer Role Description**

**Title:** Advice Support Volunteer: Debt

**Responsible to:** Debt Team Leader

**Location:** North Bristol Advice Centre, Lockleaze

**Days/times:** Flexible days, at least half a day a week, with a commitment of 9 months

**Main aim:** to support our team of caseworkers to assist clients of North Bristol Advice Centre with debt cases both through admin support and follow-on conversations with clients.

**What will I gain from this role:** experience of supporting clients, development of knowledge around debt issues and communication skills.

**Experience and skills**

* Some knowledge of debt issues and a willingness to learn
* Good written and verbal communication skills with attention to detail
* Reliability, commitment and a friendly manner
* Good IT skills
* Able to work independently
* Confidence to address client problems and support identified solutions

**Tasks and responsibilities**

* To support debt caseworkers with individual client cases by making follow up phone calls, pursuing documents, applying for credit reports
* To complete charity applications and other forms with clients
* To keep accurate, confidential case records
* Drafting letters, printing and other admin tasks
* To respect client confidentiality and adhere to data protection principles
* To attend an induction and introductory training