**Volunteer Position: Trainee Advisor and Advocate**



Community Links is an innovative Charity in East London tackling health and social inequality. We are based in Newham and have over 40 years’ experience helping people of all ages reach their full potential. We take our local knowledge of what works to influence national decision making.

Our busy advice service supports 4,000 people every year. Our team works to provide expert housing advice, accredited debt advice and consumer and employment legal advice given by pro bono lawyers.

Volunteering at Community Links will offer you a unique opportunity to access **training** and **experience** in a friendly, legal environment, where you can make a meaningful contribution to the most vulnerable members of our community.

If you are a student or have recently been a student, obtaining practical legal experience can prove invaluable in increasing your chances of entering the profession.

**Role Description**

You will be joining our award-winning Advice Team. We provide volunteers with training and legal work experience, generally under the supervision of a legal adviser, debt adviser or welfare benefits adviser.

This opportunity is open to anyone who has an interest in helping others and is ideal for those considering a career that involves dealing with vulnerable members of the public. The trainee advisor and advocate role is also great work experience for those wishing to go into a profession which involves giving advice to clients and managing a caseload.

This role allows you to volunteer from home or if you wish to volunteer from our office. A **lunch allowance** is provided, as well as a **travel allowance** for journeys up to Transport for London Zone 6.

**Aim**

To help/advise or refer onwards members of the public who present with a variety of legal problems.

**Transferable Skills**

As a Trainee Advisor and Advocate, you will be expected to learn about and gain experience by:

* Triaging and interviewing clients
* Taking clients’ detailed instructions
* Advising clients with legal problems
* Researching the law
* Making appropriate referrals and signposting clients to professional services
* *Ad hoc* paralegal work, such as: drafting, casework, research, project work and dealing with external organisations etc.

## What abilities and qualities are needed?

## Good listening, oral communication and written English skills

## Ability to treat clients’ personal details confidentially

## Organisation and team working skills, including the ability to take feedback on board

## Enthusiasm, empathy, patience, maturity and professionalism

**Apply**

## To apply, please complete the below application form and return to:

##  nicola.phillips@community-links.org

**Volunteer Trainee Advisor and Advocate**

**Application Form**

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| Name: |
| Address: |
| Phone: |
| Email: |

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**How did you find out about volunteering with us?**

**Personal Statement**

Using only the space below, please tell us a bit about yourself, including:

* Your past education and any work experience
* What you’re doing now
* Why you want to volunteer with us#
* Your career goals
* Your interests
* Anything else, such as languages that you can speak

**Any foreign languages spoken fluently:**

## What date can you start volunteering with us?

## Can you commit to volunteering for at least 4 months?

**Until what date can you commit?**

**Qualifications**

Please list your qualifications, e.g. GCSE’s, A levels, degree, GDL, LPC

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| **Qualification** | **Grade** | **Date** | **School/College/University** |
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**Do you have any special needs?**

**References**

We need details of people who can comment on your suitability for the placement. Where possible they should be a tutor and an employer.

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| Relationship to you: |
| Address: |
| Phone: |
| Email: |

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**Do you have a criminal record?**

Please state any past convictions or cases pending:

**Declaration**

I declare that the information I have given is correct to the best of my knowledge.

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| Signed: |  | Date: |