

## LAMBERT, Alexander - Additional Information

1. I have been advising with Warrington District Citizens Advice Bureau (CAB) since June 2005. I work in both the Warrington and the Lymm branches, and do work with other projects as required.  
Within Bureau, I have experience working with AdviserNet, and the other reference materials that form part of the Information System. I am confident with using IT.
2. I believe that debt has many contributing factors and causes, and have seen this borne out in my advice work.
3. I am aware of the necessity for clear and accurate case records and strive to produce them in all cases.
4. I am handling cases from start to finish within Warrington district. I am confident working within the structures in place (further action diaries, specialist support, administration support) to schedule future work, and can identify deadlines and priority work.
5. I am an effective team member who strives to work well within any team. As a student union officer, I worked within a team to deliver a broad range of services, from welfare support, to Freshers' Week events. I work as part of a team at the Co-Op to ensure that customers get excellent service, and as part of two teams within Warrington District CAB to provide advice services to the people of Warrington and Lymm.
6. My verbal communication skills are effectively demonstrated through my work with clients during the advice process in my CAB work. Prior to joining the bureau, my Student Union role required me to engage in public speaking, both in prepared speeches, and unprepared answers to questions. I also deal with the public regularly through my job on the shop floor with the Co-Op.  
My written skills can also be seen through my advice work - helping clients draft letters and application forms, as well as writing case records.
7. I believe that equal opportunities is an important ideal to strive for. At it's simplest, the service should be accessible (physically and without fear) by all members of the community. Going further, to provide for all members of the community, the style of advice and interviewing we provide must be tailored to individual clients and groups.
8. Debt often leaves people distressed. Failing to acknowledge this and treat this fails the client and does not help to build up a bond of trust to enable the adviser to get the required information from the client. My understanding of people has improved greatly through my work with the CAB; seeing genuine people with genuine problems has brought a new understanding of people and sympathy towards them.
9. Working in the CAB has exposed me to many people and situations which have tested my skill at being non-judgemental. This again is another important part of establishing a bond with a client in order to get the information required.
10. I have a great love for learning, and am prepared to be trained further. I already use specialist support to further my knowledge and skillset.
11. I have been producing income/expenditure sheets with clients since I started advising. I have Maths (A) and Further Maths (B) at A-Level, both of which required me to build basic arithmetic to use further techniques.
12. I am very familiar with computers. I have used them from a young age and have a degree in Computer Science. As an adviser in bureau, we use IT to produce Case Sheets and run benefit checks for clients, as well as search on AdviserNet.