

LAMBERT, Alexander - Additional Information

Experience

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.

As a student at The University of York (Oct 2001 to June 2004) I was involved in the welfare provision of both my Junior Common Room Committee (LGBT Officer 2002; Welfare Officer 2003) and my Students' Union (LGB Officer Easter 2003-June 2004), providing welfare advice through drop in sessions, and running campaigns.

Skills

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 evidenced through my advice work - helping clients draft letters and application forms.

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.

Knowledge

As a generalist adviser for Warrington District CAB, I regularly give advice on debt, money and housing issues, along with many other areas. Through this, I have built up a good understanding of how these areas work and interrelate. I ensure that I keep up to date on changes to the system and know where to find the relevant information to help clients.

I have experience working as a non-sabbatical officer for York University Students' Union. During that time, I learnt a lot about not only my role, but the roles of the other people involved, be they elected officers, or members of staff. I supported other officers in activities they were running as and when required of me.

Education and Training

I completed CAB Basic Training in June 2005, and was awarded the CAB Generalist Adviser Certificate in January 2006. Further to that, I have completed Yellow Route Debt, NHAS Housing Foundation Course, and in-bureau courses on DLA and employment. I am soon to attend a course on bankruptcy.

General

I volunteer at the CAB for 1 full day and 2 half days and have to balance this with my shop job which demands unsocial hours.

I was an active member of the Students' Union, especially the welfare side, until I left in June 2004. I followed changes and discussions of student welfare issues throughout my time involved in the SU.