

VOLUNTEER ADVISER ROLE DESCRIPTION

We welcome volunteers from all sections of the community. You do not need any particular qualifications or experience to train as an adviser. All sorts of people are Citizens Advice Bureau advisers. We provide full training and support in the voluntary role that you undertake.

Main Responsibilities

- Speak with clients in a friendly, respectful, and non-judgemental way, in person, by phone and in writing.
- Listen carefully and ask questions to understand each client's situation.
- Provide accurate advice and information using Citizens Advice systems and resources.
- Explain complex or legal information in a way that is easy to understand.
- Help clients with practical tasks such as:
 - Completing forms
 - Writing letters
 - Doing basic calculations
 - Making phone calls to other organisations
- Refer or signpost clients to other services when extra or specialist support is needed.
- Keep clear and accurate records of client cases on computer systems.
- Carry out basic administrative tasks, including filing and updating information.

Skills and Attributes

- Good communication skills, both verbal and written.
- Confident and compassionate when dealing with people in difficult situations.
- Strong client-facing and interpersonal skills.
- Basic numeracy and computer skills, including Microsoft Office.
- Willingness to learn new systems and follow procedures.
- Able to work well as part of a team.

Additional Duties to be agreed

- Occasionally represent the service at meetings or events
- Help identify common problems affecting clients to improve services.

How much time do you need to give?

We ask for a minimum of 6 hours per week at the main office, one of our outreaches, or from home. Many of our volunteers give one full day or two half days per week. Our Volunteers come from a range of backgrounds that fully represent our community.

Training

We offer an accredited training programme designed to enhance your knowledge and lead to an SCQF Level 6 qualification

Other ways to get involved

If this doesn't sound like the role for you, but you would still like to help us. There are plenty of other ways you can do so. Other kinds of volunteering roles include:

- Social Policy Coordinator
- Triage Adviser
- Receptionist
- Board Members

Apply to Volunteer

If you're ready to take the next step and find out more, fill in our [online form](#) on our website and we will be in touch.