

VOLUNTEER TRIAGE ADVISER ROLE DESCRIPTION

Triage is essential to the smooth and efficient running of Dumfries and Galloway Citizens Advice Service. It is the first point of contact for most people accessing our services. Some of the tasks you may be asked to do are.

MAIN RESPONSIBILITIES

- Answering incoming calls from members of the public
- Assess client's enquiries
- Collecting information relevant to their enquiry
- Signposting to more appropriate resources when applicable
- Completion of client profiles
- Make internal referrals where appropriate
- Identify emergency issues and assist client with initial enquiries on a variety of topic areas

SKILLS ATTRIBUTES

- Be friendly and approachable
- Be non-judgmental
- Have good listening skills
- Have good verbal and written communication skills
- Have good maths and IT skills
- Be able to understand information and explain it to others
- Be willing to learn about and follow Citizens Advice aims, principles and policies, including confidentiality and data protection
- Be willing to undertake training in your role

TIME COMMITMENT

We ask for a minimum of 3 hours per week. Many of our volunteers give one full day or two half days per week. Our Volunteers come from a range of backgrounds that fully represents our community.

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:

- Advising Clients
- Board Members
- Social Policy Work

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.

April 2026