

MUSSELBURGH AND DISTRICT CITIZEN'S ADVICE BUREAU

VOLUNTEER GENERAL ADVISER

JOB DESCRIPTION

Musselburgh Citizen's Advice Bureau provides advice, support and assistance to the residents of East Lothian on a range of issues. We currently operate a telephone based appointment system during the hours of Monday to Friday 10.00am to 12.30pm and Monday to Wednesday 13.30pm to 16.00pm.

Volunteer General Advisers are the backbone to the daily running of our general advice service. They research and provide information to assist client's in knowing their options to their enquiries. We are looking for our new volunteer advisers to commit to 2 sessions per week.

Job Title:	Volunteer General Adviser
Responsible to:	General Advice Manager
Responsible for:	Providing appropriate advice in relation to enquiries at client appointments.

Person Specification

- Ability to research information efficiently and relay that information in a clear and concise manner.
- Keen interest in learning and personal development.
- Respectful of views and values which may be different from your own.
- Excellent verbal communication including telephone skills while being friendly and approachable.
- Efficient IT literacy skills including MS Office, email, internet and experience in working with database systems.
- Ability to work within busy office environment while managing time effectively.
- Ability to monitor and maintain work to standards required by Citizen's Advice Scotland.
- Ability to work with own intuition and as well as part of the larger team.
- Be able to give and receive constructive feedback objectively.
- Have an understanding of and commit to the aims and principles of the Musselburgh Citizens Advice Bureau.

Operational Responsibilities

- Conducting interviews at appointments while taking concise notes.
- Researching through CAS specific database and other relevant websites.
- Extracting relevant information and providing to client in a way that can be clearly understood; through email or over the phone.
- Provide client with further options relevant to enquiry and signposting where relevant.
- Writing case records to standard required by Musselburgh Citizen's Advice Bureau.

- Maintain confidentiality of client and their contact with Musselburgh Citizen's Advice Bureau.
- Maintain impartiality with clients.
- Providing client support where appropriate.
- Keep updated on relevant policies and procedures of Musselburgh Citizen's Advice Bureau.
- Ensure that all work is completed following the policies and procedures of Musselburgh Citizen's Advice Bureau.
- Ensure that client case contacts are completed to required standard.
- Consult with General Advice Manager appropriately and work collaboratively with other colleagues.
- Complete any other relevant tasks as required by General Advice Manager
- Abide by all health and safety guidelines and share responsibility or own safety and that of colleagues.

Professional Development

- Complete relevant internal and external training as identified by General Advice Manager.
- Attend relevant internal and external meetings as identified by General advice Manager.
- Prepare for and attend all support and supervision meetings as appropriate.

If interested in volunteering with us please enquire through our website at <https://www.musselburghcab.org.uk/> or email us directly at info@musselburghcab.org.uk