

CHARNWOOD CITIZENS ADVICE BUREAU

| | WHAT WE ASK OF YOU | WHAT YOU SHOULD EXPECT OF US |
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| 1.0 | <p>Hours</p> <p>Our reasonable expectations are for at least 3 hours a week for admin and reception volunteers and at least 9 hours a week for advisors. Other roles will vary.</p> | <p>Flexibility about when you work within the constraints of drawing up the rota.</p> |
| 2.0 | <p>Holidays/Absences</p> <p>We ask you to give the bureau as much notice as possible so that the rota can be rearranged.</p> | <p>We will accommodate your holiday arrangements.</p> |
| 3.0 | <p>Expenses</p> <p>To try to use the most economical form of transport. You will have to produce receipts for accounting purposes</p> | <p>Our policy is that you will be paid on the basis of not being out of pocket. However if you live outside Charnwood area we can only normally pay mileage allowance from the county boarder</p> |
| 4.0 | <p>Confidentiality</p> <p>You must not divulge ANY information about the client or their enquiry, including the fact of their visit, to anyone outside the bureau without their permission. You must consult the Bureau Manager if you consider there is a case for breach of confidentiality.</p> | <p>In cases where you feel that there is an issue serious enough to consider breaching confidentiality, the bureau will take your view seriously. The responsibility for the final decision will rest with the Bureau Manager.</p> |
| 5.0 | <p>Equal Opportunities</p> <p>You are expected not to discriminate against clients and colleagues on grounds of race, sex, religious beliefs, sexual orientation or disability. Remarks and comments about clients or colleagues that may be considered offensive are not permitted.</p> | <p>You should feel that you are being treated by colleagues and the bureau in a fair and supportive manner.</p> <p>We will treat seriously any complaints you may have about discrimination.</p> |

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| 6.0 | <p>Problems</p> <p>The aim of the bureau is to create a working environment where people feel able to express their views, and problems are openly discussed.</p> | |
| 6.1 | <p>If you have any problems we need you to tell us. We will do all that we can to help resolve it. We have a policy which fully explains how we will do this and allows you to approach, in the final instance the Chair of the Trustee Board if you are unhappy with how the problem has been resolved.</p> | |
| 6.2 | <p>Support & Supervision</p> <p>To consult with your supervisor if you feel unsure about any part of your work. This is particularly important for advisers and others who have contact with Clients.</p> | |
| 7.0 | <p>Assessment (Joint Progress Reviews)</p> <p>In order to ensure a high quality of service is maintained, the bureau operates a scheme of regular assessment. Part of this process is assessing your own strengths and weaknesses. It is also about giving you a chance to feedback your opinions to the Bureau.</p> | <p>The assessment scheme, which we call a Joint Progress review, may identify training and other needs which the bureau will endeavour to meet.</p> |
| 8.0 | <p>Training</p> <p>We rely on you to attend the initial training and to accept the need for continued in-service training in order to maintain and improve the quality of your work. We rely on you to ask for specific on-going training.</p> | <p>Training opportunities at different levels are made available to all staff both in the bureau and at other locations.</p> |
| 9.0 | <p>Volunteer Meetings and Representation</p> <p>Advisors should attend these as often as possible as they provide a forum to share experiences, to keep in touch with one another and to participate in the development and policies of the bureau. Other volunteers are welcome to attend if they want.</p> | <p>The environment we provide should enable you to feel free to raise issues of concern at Volunteer Meetings. There are Volunteer Representatives on the Board of Trustees to act on your behalf. These are elected by you.</p> |

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| <p>10.0</p> | <p>Health and Safety</p> <p>Please inform the Manager or Bureau Session Supervisor of any unsafe practices or any accidents. We ask you to observe all safety rules and policies.</p> | <p>We try and provide a safe working environment and treat all issues of safety seriously.</p> |
| <p>11.0</p> | <p>If You are a Current Client of Charnwood CAB</p> <p>National guidelines recommend that current clients of Charnwood CAB cannot become volunteers with Charnwood CAB. However, you may be able to receive advice from another Bureau and still become a volunteer at Charnwood CAB. If you have received advice at this CAB in the past but have not been a client for 6 months this will should not bar you from volunteering with us.</p> | <p>Complete Confidentiality if you have been a client in the past.</p> |
| <p>12.0</p> | <p>References</p> <p>PLEASE NOTE: Any offer of voluntary work as an adviser is subject to both:</p> <ul style="list-style-type: none"> a) Satisfactory References b) Criminal Records Bureau check. | <p>Confidentiality and consideration regarding “spent” convictions</p> |
| <p>13.0</p> | <p>Mistakes and Financial Liability</p> <p>If you realise that you have made a mistake, it is important that you tell the person on duty immediately.</p> | <p>If mistakes are made which means that a client suffers a loss, we will accept liability, provided you have behaved in a reasonable way.</p> <p>The bureau assumes full liability and is insured for public and professional indemnity.</p> |
| <p>14.0</p> | <p>Leaving the Bureau</p> <p>You may find a paid job or want to leave for other reasons. We ask you to tell us about your reasons and to give as much notice as possible so we can rearrange the rota.</p> <p>If you are leaving because you feel dissatisfied in any way, we ask you to discuss this before you leave.</p> | <p>If you wish, we will provide you with a reference indicating the skills and knowledge you have acquired as well as qualities observed.</p> <p>Where possible we would like to keep your skills and experience so please talk to us. We will try to put things right. We can sometimes offer more flexible arrangements or other roles you could fulfil.</p> |