



# Charnwood Citizens Advice Bureau Volunteer Adviser - Role Profile

## PURPOSE OF THE ROLE

To work within the aims, principles and policies of the Citizens Advice Bureaux Service.

- To help provide an effective and efficient service to members of the public
- To help to influence government and other organisations by informing them of the effect of their actions on the lives of Clients.

The advisor is a member of a team of voluntary and paid bureau staff who provide a free, confidential, impartial and independent service to the public.

## MAIN DUTIES AND RESPONSIBILITIES MAY INCLUDE:-

- Interviewing Clients, both face-to-face and on the telephone, letting the Client explain their enquiry and helping them to set priorities
- Finding, interpreting and communicating the relevant information and exploring options and implications in order that the Client can come to a decision.
- Acting, where necessary, on behalf of the Client, negotiating, drafting or writing letters or making appropriate referrals.
- Completing clear and accurate case records.
- Recognising the root causes of problems and participating in taking appropriate action.
- Keeping up to date on important issues by attending the appropriate training and essential reading.
- Attending Bureau meetings.
- Contribute to the bureau's work of exercising a responsible influence on Social Policies, both local and national, which affect the lives of clients.

## PERSONAL SKILLS AND QUALITIES THAT AN ADVISOR NEEDS

- A commitment to the aims and principles of the CAB service.
- Excellent communication skills
- To be open and approachable
- To be able to communicate clearly both orally and in writing
- To be able to sift through information and extract that which is relevant
- Basic mathematical skills, including percentages
- Respect for views, values and cultures which are different to their own
- To understand why confidentiality is important
- Open to using computers on a regular basis
- A positive attitude to self-development and assessment
- To be able to work as part of a team
- Able to recognise their own limits and boundaries in the role

## COMMITMENT

- We ask that advisers are able to give a minimum of 9 hours a week of their time during training which lasts on average a year followed by at least 6 hours a week once trained.
- We hope that volunteer advisers will stay with us for at least 2 years.