

Volunteer Adviser Role Description

Role Title:	Volunteer General Adviser
Responsible to:	Bureau Operations Manager & Volunteer Development Officer
Where:	Frontline office
Time commitment:	A commitment of six – eight hours per week for a minimum of twelve months is preferred
Role description:	General advisers are the first point of contact for clients seeking help for their varied problems and provide a quality advice and information service. Advisers gather relevant information from the client and use the information system to find appropriate information and advice for clients. As well as write effective records of the interview on the electronic case recording system.
Main tasks:	<ul style="list-style-type: none"> • Interview clients – listen to the client and let the client explain the problem. Help the client to clarify the issues by exploring the problem and asking questions • Provide information – use AdviserNet, reference books, other local information and specialist advisers to find the correct information • Provide advice – explain the information to the client and the choices that the client has, so he/she can decide what to do • Provide practical help – e.g., filling in forms, completing a benefit calculation, speaking or writing to another agency on behalf of a client • Record cases – make a record of the client's details, in accordance with current Quality of Advice standards so that further help can be given if a client returns to CAB West Lothian • Highlight appropriate instances of Social Policy in accordance with case recording procedures • Internal referrals – refer clients to specialist advisers internally according to relevant procedures, using internal allocations procedures • External referrals – refer clients to relevant specialist organisations across West Lothian, using the FORT system where appropriate, in accordance with individual organisational referral criteria • Keep up-to-date with advice and organisational updates by reading AdviserNet news items, relevant publications, internal email communication and online training • Attend local team meetings for updates and mutual sharing of information • Read Quality of Advice feedback and action any relevant comments
Required skills, qualities and experience	<ul style="list-style-type: none"> • Be a good listener • Work well in teams • Good spoken and written communication and basic numeracy skills • Open-minded and non-judgemental • Able to maintain confidentiality

	<ul style="list-style-type: none"> • Good computer literacy skills • Able to use standard software packages such as Microsoft Office • Competent in the use of email and internet • Enjoy helping people • Prepared to commit to two half sessions or one full session per week • Willing to learn new skills
Training and support available:	<ul style="list-style-type: none"> • Induction training and policies relevant to the role • General advisers complete the Adviser Training Programme (ATP) – a comprehensive integrated training programme to prepare you for advising • Advisers shadow more experienced advisers, conduct supported interviews, attend training sessions and undertake required online learning • On completion of the ATP advisers continue to complete online training as required • Training will be offered internally to maintain competence or for development opportunities and advisers may have the opportunity to attend relevant training from partner organisations • Support is provided by the Session Support during drop-in sessions and through Quality of Advice feedback • A Volunteer Progress Review is held on an annual basis with supervision and support meetings held in accordance with the Volunteer Supervision and Support policy • Additional support may be provided by the Bureau Operations Manager and Volunteer Development Officer
Any other requirements	<ul style="list-style-type: none"> • Inform your Bureau Operations Manager and/or Volunteer Development Officer of any changes to circumstances that may affect your volunteering
Recruitment process:	Application form, interview and two references are required
Date role created:	12/06/2023