

Citizens Advice East Herts Roles Descriptions and Person Specification

Volunteer Adviser

You could do this role if you are available to volunteer for at least 12 months.

Hours: 7 hours per week

Location: Hertford or Bishop's Stortford

Report to: Advice Service Manager

Context of role: Citizens Advice East Herts covers a wide geographical area and sees a large number of clients (6,500 last year). Its workforce is mainly volunteer staff but it also employs some paid staff.

Volunteers who give advice to our clients are at the heart of our service and we could not manage without them. Volunteer advisers receive full training in the skills needed to help people deal with their problems and learn how to find the information the client needs from our extensive database. Volunteers are supported and supervised as they begin to give advice and will get feedback and development opportunities throughout their time with Citizens Advice. There are a variety of roles and tasks up to giving full advice.

Purpose of the role

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

Role Description

- Interviewing clients, both face-to-face and on the telephone, letting the client explain their enquiry and helping the client 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.

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- 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 by essential reading.
- A commitment to continuous professional development.
- Attending internal meetings as appropriate.

Person Specification

- A commitment to the aims and principles of the Citizens Advice service.
- Being open, approachable and non- judgmental.
- Ability to communicate clearly both orally and in writing.
- Ability to sift through information and extract what is relevant.
- A good level of literacy and numeracy.
- An understanding of why confidentiality is important.
- Being open to using computers on a regular basis.
- Be able to input data accurately.
- A positive attitude to self-development and assessment.
- Ability and willingness to work as part of a team.
- Ability to recognise their own limits and boundaries in the role.
- Enjoy helping people.