**Maryhill & Possilpark Citizens Advice Bureau**

**Volunteer Agreement**

**What you can expect from CAB:**

* To be fairly recruited and interviewed.
* To understand the role of a volunteer advisor and the topics that we advise on: debt, welfare benefits, tax credits, employment rights, immigration, housing and consumer rights
* To be treated fairly and with respect
* A structured programme of training, observation and support including:
* Basic training. This will be by way of either taught training sessions 2 days per week for 6-7 weeks, or through online training units.
* Shadowing period observing experienced advisors
* Leading interviews with support from experienced advisors
* On-site support when advising independently
* *The time taken to achieve competency can vary depending on the types of cases experienced and availability for volunteering. It can take up to 6 months to become a competent advisor.*
* Opportunities to progress your training and development i.e.
* Representing at tribunals
* Immigration training in partnership with Ethnic Minorities Law Centre
* SVQ level 2 Advice and Information
* Financial Inclusion and Money Advice
* Financial Literacy Advice
* Help with future application forms and references for future employers/ further education
* Flexibility and understanding that availability may vary and change
* A contact/ mentor who is available to you and with whom you can discuss your progress, development needs and any concerns. You will have regular face-to-face meetings to review your training and practice.
* Support from colleagues if you have questions about a case/ advice given
* Travel expenses to be paid/ reimbursed by CAB on a weekly or daily basis in line with the CAB travel expense policy. Proof of purchase is required ( e.g. a copy of the ticket).

**What CAB expects from volunteers:**

* A minimum commitment of 6 months. This is because of the resources required to train our volunteers.
* Understand the role of a volunteer advisor to provide accurate and impartial advice
* To treat everyone with dignity and not to discriminate against any client or colleague
* To understand and respect confidentiality
* A level of English which allows clear communication with client and written communication for case notes
* To attend the training programme or to complete the online training units within agreed timescales.
* To attend the bureau at agreed dates and times
* To attend the staff meeting on the first Wednesday morning of each month if possible.
* To inform your mentor as soon as possible regarding a change in circumstances affecting your availability
* To call CAB if you are unwell or unable to attend one of your agreed sessions
* To show respect for colleagues and raise questions or concerns while NOT in the presence of a client
* To ensure that advice is accurate and to work with colleagues to share knowledge
* To keep accurate case notes, and follow CAB policies relating to monitoring client details.
* To follow CAB policies relating to ICT & social media.

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| Volunteer Signature |  |
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| CAB Officer Name |  |
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| Cab Officer Signature |  |
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| Date |  |