**Maryhill and Possilpark Citizens Advice Bureau**

**Volunteer Advice Worker Role Description**

We appreciate your interest in volunteering with Maryhill & Possilpark Citizens Advice Bureau. Please give consideration to the role of the Volunteer Advice Worker when completing your application form.

**Main Duties:**

Advice workers will:

* Carry out interviews with clients and identify key details of problems
* Areas of advice include benefits, employment, housing, debt, consumer problems and immigration
* Give advice to help clients identify best way to deal with problems
* Help to complete forms
* Make calculations
* Help to make further enquiries i.e. phone, letter, emails to relevant agencies and partners
* Refer to computer systems, reference books and seek advice from colleagues to give accurate information
* Keep accurate records and notes of client interviews
* Identify social policy issues to help reduce client issues in the future

**Essential Skills and Qualities:**

Advice workers must demonstrate

* Approachable and respectful manner
* Ability to communicate effectively in English
* Good listening skills
* Professional and non-judgemental attitude
* Interest in learning about rights and helping others to achieve their rights
* Organisational skills for maintaining records
* Basic IT skills
* Reliability
* Punctuality
* Trustworthiness
* Willing to seek advice from others