

Volunteer Generalist Adviser Role



Argyll and Bute Citizens Advice Bureau

Summary of role

To help provide effective and efficient advice to members of the public for at least 6 hours a week

Day to day responsibilities

- Interviewing clients
- Finding, interpreting and communicating information so clients can make an informed decision
- Act on behalf of clients
- Negotiating, referring and drafting letters for clients
- Completing clear case records
- Recognising the root cause of problems and participating in taking action

Qualities of a Volunteer General Adviser

- Excellent Communication Skills (verbal and written)
 - Open, approachable and enthusiastic
 - Able to sift through information and extract what is relevant
 - Respectful of views and values which may be different from your own
 - Able to work within a team
 - Able to use computers
 - Willing to undertake training for the role
-