



Volunteer Adviser Role Summary

Location

Various locations in the city, including 4 Citizens Advice Edinburgh offices (Dundas St, Leith, Muirhouse, Portobello); or remote work

Shift Pattern

- ✓ On-site in premises: 9am to 1pm or 1pm to 5pm; Monday to Friday
- ✓ Remote work available for specific needs or tasks outside of these hours and days, incl. evenings and weekends – Monday - Sunday

Commitment

- ✓ Minimum 8 hours per week
- ✓ 12 months post-training
- ✓ 35 hours dedicated to Continuous Professional Development (CPD) per year

Our Purpose

Citizens Advice Edinburgh provides free, independent, confidential, and impartial advice to the community. Our mission is to ensure that no one suffers due to a lack of knowledge about their rights and to challenge discrimination and inequality.

Value of volunteering with Citizens Advice Edinburgh

Our volunteers are at the heart of our service, representing and supporting our community. We welcome volunteers of all ages and backgrounds to create a diverse and accessible service.

Volunteer Adviser Role Description

- ✓ Provide compassionate assistance and support.
- ✓ Ensure client confidentiality.
- ✓ Conduct diagnostic interviews.
- ✓ Offer information and advice.
- ✓ Assist clients in creating action plans.
- ✓ Help clients understand their options.
- ✓ Provide practical assistance.
- ✓ Negotiate on clients' behalf.
- ✓ Maintain accurate case records.
- ✓ Identify social policy concerns.

Person Specification

- ✓ Compassion and a desire to help.
- ✓ Commitment to adhering to service standards.
- ✓ Good listening and research skills.
- ✓ Team player with communication skills.
- ✓ Good numeracy and IT skills.
- ✓ Non-judgmental and open-minded.
- ✓ Adherence to confidentiality and impartiality principles.
- ✓ Ability to work under pressure and adapt.

Our Training Program

Our training program covers essential topics such as benefits, money and debt, housing, employment, and immigration. It combines online self-directed learning with onsite practice. The program includes 34 online modules and mentor support.

Support and Development Opportunities

- ✓ Allocated line manager.
- ✓ Regular case checking feedback.
- ✓ 1-1 meetings.
- ✓ Ongoing training and briefing sessions.
- ✓ Mentorship and specialised roles available.

Join us in making a difference in our community!

Learn more at

Website: www.citizensadviceedinburgh.org.uk/volunteering

Or email us: recruitment@cabedinburgh.org.uk