



Volunteer Reception-Triage Role Summary

Location

4 Citizens Advice Edinburgh offices: Dundas St, Leith, Muirhouse, Portobello

Shift Pattern

On-site in premises: 9 am to 1 pm or 1 pm to 5 pm, Monday to Friday

Commitment

Minimum 4 hours per week

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 Reception-Triage Role Description

As a Volunteer Reception Triage worker, you'll be the initial point of contact for clients, whether in-person, by phone, or online. Your role is to provide compassionate assistance and guide them to high-quality advice and support.

Key Responsibilities

- ✓ Welcome and assist clients.
- ✓ Conduct triage assessments and offer basic information.
- ✓ Gather client details for interviews.
- ✓ Manage client data in our systems.
- ✓ Coordinate appointments and manage expectations.
- ✓ Support facility management and perform administrative tasks.

Required Skills

- ✓ Compassion and friendliness.
- ✓ Good customer service and communication skills.
- ✓ IT proficiency and database use.
- ✓ Attention to detail and organization.
- ✓ Ability to work under pressure.
- ✓ Problem-solving and teamwork.
- ✓ Commitment to training

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 mentor support.

Support and Development

- ✓ Allocated line manager.
- ✓ Regular feedback.
- ✓ 1-1 meetings.
- ✓ Ongoing training and briefing sessions.
- ✓ Opportunity to progress into the role of mentor and adviser.

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