

## **Volunteer Role Description**

### **Volunteer Adviser**

#### **What does an Adviser do?**

1. Explore a client's problem with them, research information to provide options, explanation and help with the choices and consequences the client faces.
2. Provide advice to clients over the phone, face to face and email.
3. Ensure where possible advice leads to positive outcomes for the client, enabling them to feel more confident to deal with their individual problems.
4. Refer clients internally within Coventry Citizens Advice services or signpost to other specialist agencies, the local authority, or partners as appropriate.
5. Maintain detailed case records and financial and non-financial outcomes using our case recoding system, Casebook.

#### **What qualities do we look for?**

- Passionate about helping people
- Good at building a rapport with others
- Sensitive to other people's needs
- An ability to treat all people with respect and in a non-judgemental manner.
- Logical and methodical with a natural inclination to detail
- Numerate
- Excellent communication skills both verbal and in writing.
- Working knowledge of Office 365, particularly Microsoft Word and Outlook and a willingness to learn new systems as required.
- The ability to research information using reputable sources.

#### **Time commitment**

- The time commitment for this role is one day per week, or flexibly to be split into two half days and time for home learning especially during the initial training period.