



Adviser



Trustee Board Member



PR/Fundraiser



Adviser



IT support



Administrator

What do our volunteers do?



Advisers

Being an adviser is a very varied role. As an adviser you will:

- Interview clients at drop-in sessions and appointments in the bureau, over the phone and at outreach sessions
- Give information from the CAB electronic information system and other sources
- Give advice in explaining the choices and consequences the client faces
- Give practical help by writing letters, making phonecalls, completing forms, doing calculations and even representing clients at tribunals
- Refer clients to other agencies if they are better placed to help
- Keep records of all clients' cases
- Prevent future problems by identifying issues that affect a lot of clients

You don't need any particular qualifications or experience to train as an adviser. All sorts of people are CAB advisers. You need to:

- Be good at listening
- Be able to work in a team
- Be able to read and write English, and do basic maths
- Be open-minded and non-judgemental
- Enjoy helping people

Support every step of the way

Advisers don't need to know it all! We provide all trainee advisers with a comprehensive accredited training programme that will give you the skills you need to deliver a high quality service to clients. Our up-to-the-minute electronic information system contains most of the information you will need when advising clients.

You won't be left alone after you are trained. There will always be a more experienced adviser, who will give you support, advice and guidance. All advisers are insured by CAB in case mistakes are made.

Once you have qualified as a Generalist Adviser, you will have the opportunity to develop further skills and increase the depth and breadth of your knowledge.

CAB volunteer recruitment line 08451 264 264
www.citizensadvice.org.uk/volunteer_bureau_search

What do our volunteers do?



Website designer



Adviser



IT support



Trustee Board Member



Campaigner



Administrator

Administrators

Administrators ensure that bureau systems run smoothly. Good support is essential for the running of any organisation, and CAB is no different. There are many different administrative roles – we can match your skills and time available to the bureau's needs. Tasks may include:

- Using spread sheets, databases and word processing packages
- Maintaining and developing administrative systems
- Stock control of leaflets and materials and updating information
- Helping to arrange events
- Receiving and sending faxes, mail, email and telephone calls
- Taking notes and minutes at meetings

Receptionists

Receptionists are the public face of the CAB. They are the main link between the public and the bureau. This role would suit people who are methodical, organised and patient. As a receptionist, you would:

- Greet clients and make them feel comfortable
- Arrange appointments and answer phonecalls
- Provide information on the CAB Service to clients
- Manage the waiting room
- Keep records

IT support co-ordinators

The CAB Service is increasingly taking advantage of developments in IT. As an IT support volunteer you may be involved in a variety of areas, depending on your skills and the time you have available, for example:

- Supporting and training users in day-to-day use of IT systems
- Troubleshooting hardware and software problems
- Maintaining and developing networks
- Designing spreadsheets, databases and websites

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