

Stirling District Citizens Advice Bureau



What does a **volunteer** look like? **You!**

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VOLUNTEER INFORMATION PACK

"Thank you for showing an interest in joining our volunteer team. Our fantastic volunteers are worth their weight in gold – they really are. If we did not have our volunteers helping we would only be able to offer a very restricted service."

When our clients come to the CAB they want people who will listen to them, empathise with them and then get to work on helping them solve their problem. Every one of our volunteers has exactly that combination of skills."

Craig Anderson, CEO

Thank you for your interest in finding out more about volunteering at **Stirling District Citizens Advice Bureau**.

This pack will give you information about our volunteer roles and how to apply.



ABOUT STIRLING CAB

OVERVIEW

Stirling District Citizens Advice Bureau Ltd (CAB) is a charity, set up for public benefit. Volunteers are central to the bureau and what the **CAB Service** is all about – ensuring that each local bureau is rooted in its community. Volunteers bring their own gifts and experience to help ensure that people in the community have access to the advice they need.



POLICY STATEMENT

Stirling District Citizens Advice Bureau Ltd acknowledges the key role that volunteers play: in providing advice and information to the public and in providing support services within the Bureau and the responsibilities they carry as members of our **Board of Trustees**.

Stirling District Citizens Advice Bureau is committed to maintaining the role of volunteers within the service. We aim:

- **to provide** a range of volunteering opportunities within the Bureau;
- **to make** best use of the skills, experience and dedication of volunteers to benefit the community;
- **to integrate** volunteers into the structure and operation of the organisation;
- **to respect** the goodwill and dedication volunteers bring to the service;
- **to ensure** funding applications and grant agreements acknowledge the role of volunteers within our organisation;



VOLUNTEERING ROLES

Fundraiser

Admin

I.T.

Adviser

Media Support

Digital Support

Trustee

Receptionist

citizens
advice
bureau

There are lots
of ways to help.

Volunteer

Our volunteers come from a range of backgrounds and communities.

Reasons to volunteer:

- **feel** part of a team;
- **make** a positive impact on people's lives;
- **gain** new skills and knowledge and build experience for employment;
- **use** and develop existing skills in varied and rewarding roles;
- **meet** new people from a variety of backgrounds and ages as well as make friends;
- **get to know** the local community and give something back;
- **experience** good training and support and to feel part of a team.



ADVISER

Your role: CAB adviser duties are varied and rewarding.

What might you be doing?

- **Interviewing** clients by telephone, email, or in person;
- **Researching** information and providing advice from our information system;
- **Explaining** the options the client has and what these might mean for them;
- **Offering** practical help to clients by making phone calls, helping them to fill in forms on paper or online, and helping them to draft e-mails or letters;
- **Using** online tools and sometimes perform calculations to assess entitlement to benefits;
- **Referring** clients to other agencies which might be of help to them;
- **Recording** client information and summarising what information and help was provided.

DOES THIS SOUND LIKE YOU?



- **Committed** to the aims and principles of the CAB service;
- **Good** listener;
- **Enjoy** teamwork;
- **Can** read and write English and do basic arithmetic;
- **Are comfortable** using computers, online tools, and the telephone, or are prepared to learn;
- **Are open-minded** and don't judge people or their circumstances.

ADMINISTRATOR

Your role: To help ensure the smooth running and organisation of the bureau.

What might you be doing?

- **Scanning**, emailing correspondence, etc. for colleagues;
- **Updating** databases and information systems;
- **Filing** and photocopying;
- **Ordering** stationery and other supplies;
- **Uploading** and checking client triage forms;
- **Recording** client and mail correspondence;
- **Performing** miscellaneous tasks as requested by the volunteer coordinator.

DOES THIS SOUND LIKE YOU?



- **Committed** to the aims and principles of the CAB service;
- **Organised**, flexible, and systematic;
- **Understand** the importance of CAB work;
- **Good written** and verbal communication skills;
- **Willing** to attend training and meetings;
- **Able** to work well in a team.

TELEPHONE RECEPTIONIST

Your role: To be the first point of contact when clients phone into the bureau, responding to their calls in a helpful and efficient manner.

What might you be doing?

- **Answering** the telephone and completing a reception triage sheet for the client;
- **Identifying** key information about the enquiry. This may include time limits, key dates and any urgent advice or action needed;
- **Establishing** what the client wants and explaining that their information will be passed onto a volunteer adviser or member of staff;
- **Working** within agreed bureau systems and procedures;
- **Liasing** with the Session Supervisor on all client contact.

DOES THIS SOUND LIKE YOU?



- **Committed** to the aims and principles of the Scottish CAB Service;
- **Organised** and systematic;
- **Understand** the importance of CAB work;
- **Have good communication** skills;
- **Willing to** attend training and other meetings;
- **Able to** work as part of a team.

TRIAGE RECEPTIONIST

Your role: To be clients' first in person point of contact with the bureau and make sure they are given a friendly and approachable welcome.

What might you be doing?

- **Having** face-to-face contact with the public and recording their cases onto our electronic case management system;
- **Identifying** key information about the enquiry. This may include time limits, key dates and any urgent advice or action needed;
- **Establishing** what the client wants and explaining that their information will be passed onto a volunteer adviser or member of staff;
- **Working** within agreed bureau systems and procedures;
- **Liasing** with the Session Supervisor on all client contact.

DOES THIS SOUND LIKE YOU?



- **Committed** to the aims and principles of the Scottish CAB Service;
- **Organised** and systematic;
- **Understand** the importance of CAB work;
- **Have very good communication** skills;
- **Willing to** attend training and other meetings;
- **Likes interacting** with the public
- **Able to** work as part of a team.

BOARD OF TRUSTEES

Your role: To be responsible for the strategic management of each bureau, including oversight of planning, evaluation, staffing, managing finances and ensuring legal and regulatory compliance. Skills and experience are welcome, but training is provided. Interest in the community and bureau is most important.

What might you be doing?

- **Attending** meetings of the Board (around 6 per year, but this can vary) and taking an active part in discussions and decision-making;
- **Helping** set policies and plans, and supporting project development;
- **Offering** support to staff and volunteers of the bureau;
- **Representing** the bureau at external meetings, networks, or events;
- **Bringing** specific skills to support good governance of the bureau (e.g. financial management, human resources, equality and diversity, etc.).

DOES THIS SOUND LIKE YOU?



- **Committed** to the aims and principles of the CAB service;
- **Aware of issues** affecting the local community and CAB;
- **Able to think** creatively and exercise good, independent judgement;
- **Able to work** well in a team;
- **Willing to undertake** the responsibilities of being a trustee and employer;
- **Willing to learn** and develop, but may offer specific skills (e.g. finance, HR, marketing)

VOLUNTEER RESEARCHER

Your role: To organise information resources for our clients and other volunteers.

What might you be doing?

- **Collecting**, sorting, and updating information on other advice and support services operating nationally and in the Stirling district area;
- **Helping** to produce flyers or leaflets for the public on local and national advice as well as support services;
- **Researching** changes to the benefit rules or the law which may be relevant to both our clients and our volunteer advisers;
- **Assisting** the Deputy Manager in the production of a regular briefing bulletin for volunteer advisers.

DOES THIS SOUND LIKE YOU?



- **Committed** to the aims and principles of the CAB service;
- **Enjoys** working as part of a team;
- **Capacity** to work on one's own with minimal supervision;
- **Excellent** research skills;
- **Proven** written communication abilities;
- **Strong** IT skills.

SOCIAL MEDIA ORGANISER

Your role: To promote CAB activities to the wider community and stakeholders.

What might you be doing?

- **Working** with the volunteers and colleagues to produce content for Facebook, Twitter, blogs, and/or other social media platforms;
- **Engaging** with others on social media, sharing external content where appropriate, monitoring and removing any inappropriate materials;
- **Ensuring** the CAB policy on social media is followed at all times;
- **Monitoring** performance of social media posts and producing reports as required.

DOES THIS SOUND LIKE YOU?



- **Committed** to the aims and principles of the CAB service;
- **Good communications skills**, written and verbal;
- **Enthusiastic** and committed to the aims and principles of the CAB service;
- **Interested in** promoting the CAB service to potential clients, funders, partners, and the community;
- **Confident in** using social media.

SOCIAL POLICY

Your role: To use information from problems brought to the bureau by clients to help bring about real change.

Bureaux do this to meet the second aim of CAB Service in Scotland: to influence social policy, both locally and nationally.

What might you be doing?

- **Completing** and collating evidence forms that record information about the problems clients are experiencing;
- **Keeping** in touch with staff at Citizens Advice Scotland who also do social policy work;
- **Identifying** and raising social policy issues and flagging them on the electronic client recording system;
- **Contributing** to planning and undertaking local campaigns;
- **Contributing** to media work and liaising with other bureaux and agencies to provide a voice for clients.

DOES THIS SOUND LIKE YOU?



- **Committed to** the aims and principles of the CAB service;
- **Enjoys** working as apart of a team;
- **Excellent** research skills
- **Capacity** to work on ones own
- **Good** written communication abilities;
- **Strong** IT skills.

VOLUNTEER AGREEMENT

The volunteer agreement has been created to help clarify what is involved in the volunteering role you've chosen to undertake with the CAB and to make the experience both positive and rewarding. This is a voluntary agreement only and does not constitute a contract or suggest any employment relationship.



Build your **skills**
while helping
your community



Volunteer

- **Main activities and tasks.** As a volunteer, you agree to carry out the role (**with tasks as set out in the role description**), to the best of your ability and within the aims, values, policies, and procedures of the bureau.
- **Availability.** Following your induction, you will be allocated a day and agreed number of hours to volunteer. We ask that volunteers please provide reasonable notice if you are unable to volunteer.
- **Induction and Training.** The **CAB** will provide full support, information, and training to enable you to undertake your role.

- **Information.** You will receive training on the aims and principles of the CAB as well as on policies and procedures that underpin the **CAB (e.g. equal opportunities, confidentiality, health and safety, etc.)** and other useful information for volunteers.

- **Ongoing support.** You will receive ongoing support from your supervisor and other colleagues while you are volunteering with the **CAB**.

- **Reimbursement.** The **CAB** can reimburse you for bus, train, and motor mileage costs incurred from volunteering.



WILL VOLUNTEERING AFFECT MY BENEFITS?

Volunteers who receive benefits, including means-tested benefits, are allowed to volunteer. However, you need to notify the provider of the benefit (e.g. **Jobcentre Plus** or **HMRC**) before volunteering. You will need to continue to meet the conditions of your benefits claim.

If you have any questions, speak to the **Volunteer Coordinator**:

volunteering@stirlingcab.casonline.org.uk

PROTECTION OF PERSONAL DATA

Personal details of volunteers will be held within the bureau. This information will only be used by the bureau for its volunteering programme. It will not be passed to another organisation or other body outside **Citizens Advice** without your permission in line with the **Data Protection Act 2018**. Bureaux are registered with the **Information Commissioners Officer (ICO)**.

More information on our **privacy policy** can be found at ***www.stirlingcab.org.uk***

BECOMING A VOLUNTEER - HOW TO GET INVOLVED



- Read through our volunteer roles and decide which one(s) you're interested in.



- Complete a short online submission or telephone **07376104879**. We will then send you a volunteer application form.



- We'll invite you for an **informal interview at our office** to discuss the role. This is nothing to worry about; it's a chance for you to find out more about the role and decide if you'd like to volunteer with us. It's also a chance for us to find out more about you and to see if the role you're interested in is a good fit for you.

If you have any questions or need this pack in another format, please email:

volunteering@stirlingcab.casonline.org.uk