

# Airdrie Citizens Advice Bureau

## Volunteer Adviser



### Commitment:

- Voluntary (travel expenses reimbursed)
- Minimum of 7 hours per week

**About Us:** Airdrie Citizens Advice Bureau is a member of the Scottish Association of Citizens Advice Bureaux, dedicated to providing free, independent, impartial, and confidential advice to individuals in our community.

We assist clients with a wide range of issues, including benefits, debt, employment, housing, and more. Our mission is to ensure that people understand their rights and responsibilities and can express their needs effectively.

### Key Responsibilities:

- Interviewing clients – listen to the client and let the client explain the problem.
- Help the client to clarify the issues by exploring the problem and asking questions
- Giving information - use Advisernet and other reference materials to find the relevant information, communicate that information to clients
- Giving advice – explain the information to the client and the choices that the client has, so they can decide what to do
- Give practical help – fill in forms on paper or online, do benefit checks using appropriate calculation tools, speak to or contact other agencies on behalf of the client, with the client's consent.
- Complete clear case records
- Recognise the root cause of problems and participate in taking action

### Attributes needed for the role:

- Excellent communication skills (verbal and written)
- Open, approachable and enthusiastic
- Able to sift information and extract what is relevant
- Respectful of view and values which may be different from your own
- Able to work within a team
- Able to work with computers
- Willing to undertake training for the role

### Person Specification:

We are seeking individuals who can demonstrate:

- **Commitment:** A strong dedication to the aims and principles of the Citizens Advice service, including the values of free, confidential, impartial, and independent advice.

- **Teamwork:** Effective communication and interpersonal skills, with the ability to work collaboratively as part of a diverse team.
- **Integrity:** A commitment to upholding the highest standards of governance and ethics.

**Time Commitment:** Volunteers are expected to commit to at least seven hours per week, arrive on time and let us know in advance if they're unable to attend.

### **What We Offer:**

- The opportunity to make a significant impact in your local community
- The chance to work with a dedicated team of trustees, staff, and volunteers
- Reimbursement of travel expenses

**How to Apply:** If you are passionate about making a difference and have the skills we are looking for, we would love to hear from you. For an informal discussion about the position, please contact the bureau by telephone on **01236 754109** or email [\*\*bureau@airdriecab.casonline.org.uk\*\*](mailto:bureau@airdriecab.casonline.org.uk).

We are committed to promoting equality and diversity and welcome applications from all sections of our community.

**Application Deadline:** 31 July 2025

**Join us in making a difference to the lives of people in our community.**