

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: 30 November 2025.

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