

Are you interested in being a Volunteer



# Advisor

Stirling District Citizens Advice Bureau

## Summary of role

To help provide effective and efficient advice to members of the public by telephone, email or face to face. This will require care and compassion for others and an interest and desire to help everyone who needs our advice and support. You will require good listening and research skills.

## Examples of what might you be doing?

- Interviewing clients
- Finding, interpreting and communicating information so clients can make an informed decision
- Act on behalf of clients
- Negotiating, referring and drafting letters for clients
- Completing clear case records
- Recognising the root cause of problems and participating in taking action



## Does this sound like you?

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