

Are you interested in being a

Triage/Receptionist Volunteer



Stirling District Citizens Advice Bureau

Summary of rôle

You will be the clients' first point of contact with the bureau. The triage receptionist will identify key information about the client's issues and report back to the Session Supervisor.

What might you be doing?

- Duties include speaking to clients on the telephone and face to face.
- Establish what the client wants and explain that their enquiry will be passed onto the Session Supervisor.
- Working within agreed bureau systems and procedures.
- Triage receptionist will be expected to record cases onto our electronic case management system.



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.