

Other Volunteering Opportunities

We are currently seeking:-

Volunteer Advice Support Workers / Receptionists / Administrators

Function: To support us in the day to day running of the bureau. For example:

Reception / Advice Support

- Welcome clients and visitors, explain what services the bureau can offer
- Work calmly under pressure
- Manage the waiting area (posters, leaflets etc)
- Enter client details into a database
- Assist clients to access publicly available information (self help) where appropriate
- Assist advisers in providing clients with printed information/access to websites or help lines (assisted information)
- Answer the administration telephones
- Provide general administration as required

Administration

During the course of the day you may be asked to undertake these tasks according to your experience and particular interests:

- Photocopying, filing, finding files
- Keeping leaflet displays well-stocked and up-to-date, ordering leaflets
- Updating information resources by amending files/reference books
- Ordering stationery and office supplies ensuring the office is fully equipped.
- Assisting with administrative support for the Specialist case workers
- Carrying out client satisfaction surveys
- Inputting and maintaining data
- Assisting with finances

Do you have the following attributes?

Skills

Ability to work accurately, work as part of a team, take instruction.

Impartiality

Whatever their views, Advice Support Workers will be expected to work with all kinds of clients and on any kind of problem they have. They must be prepared to examine their own views and feelings to make sure that they are able to give an equally good service to everyone.

Equal Opportunities

All Advice Support Workers are expected to carry out the CAB's policy of equal opportunities. This means an active opposition to all forms of discrimination, and to make sure that the service is equally available to all people.

Confidentiality

Everything seen and heard in the bureau has to be private and every volunteer has to sign an agreement to observe a strict rule of confidentiality before beginning work in the bureau.

Commitment

We need people who are **reliable** and who are able to commit to turning up regularly. We also want people who are willing to learn and develop which is central to being an effective Advice Support Worker.

Additional information

Hours of work: by arrangement. A **minimum** availability of one session per week or equivalent (ie. 3.5 hours per week) for 3 months would be required.

Support and supervision: Day to day support will be provided by Advice Session Supervisors

Expenses: Travel expenses will be reimbursed.

Are you interested in applying?

If you are interested you should come along to our next open day. Open Days are held on a variety of days and times and you will be invited to choose the most convenient for you. We usually hold 2-3 per year. You can expect to be with us for 2-3 hours depending on how many questions are asked. During this time you will hear about the history of the CAB, about the CAB service in Kingston and about the role volunteers play in the organisation. You will also have a chance to have a look around our workplace, examine the training packs we use and to get an idea of how the training programme is organised and delivered. You will be able to ask any questions you may have including

questions about which days of the week training occurs on, expenses and other practical matters.

We hope that you will be sufficiently interested to pick up an application form at this stage.

The next open day date is to be arranged – please check our website for updates