

Money Advisor



Location: Your local bureaux

Time required: flexible

Duration: long term minimum 6 months

Pattern: Weekly

Purpose of the role

- To help provide an effective and efficient advice service to members of the public
- To help influence government and other organisations by informing them of the effect of their actions on the lives of clients.

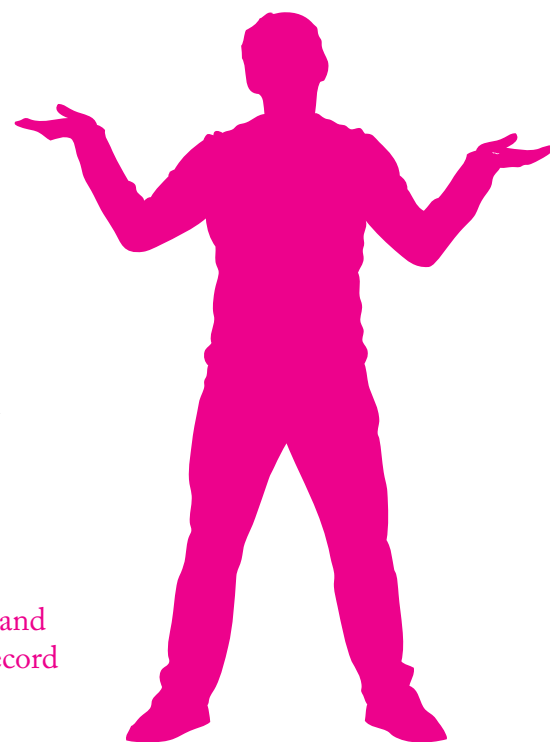
Main duties and responsibilities may include:

- Interviewing clients, both face-to-face and on the telephone, letting the client explain their enquiry and helping the client to set priorities
- Finding, interpreting and communicating the relevant information and exploring options and implications in order that the client can come to a decision
- Acting, where necessary, on behalf of the client, negotiating, drafting or writing letters or making appropriate referrals
- Completing clear and accurate case records
- Recognising the root causes of problems and participating in taking appropriate action
- Keeping up to date on important issues by attending the appropriate training and by essential reading
- Attending bureau meetings

Personal skills and qualities that a Money Adviser needs:

- A commitment to the aims and principles of the CAB service
- Excellent communication skills
- Being open and approachable
- Ability to communicate clearly both orally and in writing
- Ability to sift through information and extract what is relevant
- Basic mathematical skills, including percentages
- Respect for views, values and cultures that are different to their own
- An understanding of why confidentiality is important
- Being open to using computers on a regular basis
- Ability to work as part of a team
- Ability to recognise their own limits and boundaries in the role.

As this volunteer role will involve potential access to client information and personal details it is a regulated position and will be subject to a police record check. For more information on this process please see our website www.citizensadvice.co.uk/volunteering



Training provision

Benefits and support

- Reimbursement of travel expenses (with valid receipts)
- Reimbursement of lunch expenses (with valid receipts)
- A contribution towards your childcare costs
- Accredited training
- Managerial support & supervision
- Access to the volunteer network and volunteer forum

Contact

If you are interested in this role or would like to discuss the potential for your volunteering in more detail please contact the

Volunteer coordinator
Citizens Advice
46 Donegall Pass
Belfast
BT7 1BS

Tel:028 9023 1120
email: volunteering@citizensadvice.co.uk

Alternatively contact your local Citizens Advice Bureau
full details are available from our website www.citizensadvice.co.uk

