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**Volunteer Adviser role**

**This role includes the following tasks**

* Complete the training to become competent in this role.
* Assessing clients’ problem(s) using sensitive listening and questioning skills.
* Interviewing clients, both face-to-face and on the telephone, letting the client explain their enquiry and helping the client to set priorities.
* Identify key information about the problem including time limits, key dates and any requirement for urgent advice or action (using Advisernet, and any other diagnostic tools, as necessary).
* Assess and agree the appropriate level of service, taking into consideration the client’s ability to take the next step themselves, the complexity of the problem and Citizens Advice Barnsley’s resources.
* 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.
* Record clear and accurate case records on the client database.
* Contribute to Research and Campaign work by completing evidence forms.
* Keep up to date on important issues by attending the appropriate training and by essential reading.
* Attend workers meetings and other training events.
* Maintain CAB’s quality of advice.
* Attend training courses appropriate to the role.

**Personal skills and qualities that an 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.
* A positive attitude to self-development and assessment.
* Ability to work as part of a team.
* Ability to recognise their own limits and boundaries in the role.