

Are you interested in being a Volunteer



Adviser?

Caithness Citizen's Advice Bureau

Summary of role

To help provide effective and efficient advice to members of the public.

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
- Able to use computers
- Willing to undertake training for the role