

- > **Job Title:** Volunteer Co-ordinator and Training Officer
- > **Responsible to (line management):** Duty Manager

## About the job

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The Volunteer Co-ordinator and Training Officer is a brand new role within GNWCAB. The postholder will be responsible for co-ordinating all volunteering work within the bureau and will aim to maximise volunteering opportunities, working collaboratively with colleagues. This position is based at Glasgow North West Citizens Advice Bureau in Maryhill, with a requirement for occasional outreaches conducted across the northwest of Glasgow.

## Job description

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We are looking for people-focused individuals with experience of providing training in the advice sector as part of overall holistic advice and support. In this role you will be responsible for the recruitment, training and mentoring of volunteers and trainee staff to ensure they have all the skills, equipment and resources they need to be able to deliver the service. You will also be responsible for checking the quality of their work to ensure it complies with national standards and that CAB's policies and procedures are adhered to.

To succeed, you will need relevant experience and knowledge of current welfare benefits together with the ability to analyse the client's overall financial position and offer early intervention advice and support.

There will be strong emphasis on team working and the ability to work effectively and closely with other agencies.

You will have strong oral and written communication skills. We are also looking for a proven ability to work effectively and well organised. Proficiency in using a range of IT tools to carry out your work, including case management systems, benefit calculators, online forms and Microsoft Office applications is essential.

## Key Responsibilities

- > To identify and recruit volunteers through various techniques in Glasgow North West Citizens Advice Bureau
- > Collect information on availabilities and skills within the volunteering base, keeping the Management Team fully aware of the skills set before agreeing role placement.
- > To arrange and help deliver appropriate training for new and serving volunteers, including remote / socially distant training.
- > Ensure there is always sufficient volunteers so that services run smoothly and ensuring the volunteer rota is kept up to date.
- > To act as the point of contact and mentor for all volunteers
- > To support bureau based & remotely enabled volunteers to assist in the delivery of the core advice service.

- > Reviewing volunteering policies, procedures, systems and learning materials and recommending updates or changes as required.
- > To provide advice support for remote & bureau-based volunteer workers particularly in relation to complex client enquiries.
- > To communicate frequently with volunteers to ensure they are satisfied, well-placed and any concerns are addressed.
- > Disseminate information for upcoming actions and events.
- > Keep detailed records of volunteers' information and assignments.
- > Maintain training records for each individual volunteer trainee.
- > To represent and present the views of volunteers and volunteering related matters to management.
- > To carry out any other reasonable task requested by management or required by the board of trustees.
- > To ensure that all work meets all quality standards and the requirements of the funder.
- > To remain up to date with all relevant legislation and practice in relation to welfare benefits, debt, immigration, housing.
- > To adhere to all GDPR requirements and CAB policies.
- > To provide regular reports on the functioning of the work as well as progress and learning achieved.
- > To deliver information and advice sessions to community partners as required.
- > To work to Scottish National Standards for Information and Advice giving and Citizens Advice Scotland Quality Advice Framework.
- > To liaise, communicate with and be operationally responsible to the Operations Manager.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau manager.

## Person specification

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### Knowledge, skills and experience

#### Essential

- > Demonstrable experience of delivering advice in welfare benefits, debt and energy.
- > Understanding, maintaining and practising high standard of case recording requirements as according to the project specification, CAS quality assurance and Scottish National Standards.
- > A commitment to contribute positively to a culture where all people are treated with dignity and respect
- > Ability to use telephony and IT systems to deliver services across multiple channels (web chat, telephony and video) via Avaya, Zoom, TEAMS and other systems.
- > Experience of using a range of IT tools to carry out work, including case management systems, Microsoft Office, internet and email etc.
- > Ability to work without supervision and prioritise workload.
- > Experience of working with people with multiple and complex needs.
- > Experience of working with protected adults and ability to deal with issues sensitively.
- > Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner.
- > Excellent organisational skills.

- > Ability to work across multiple teams and build effective stakeholder relationships quickly.
- > Knowledge of a range of enquiry areas to aid with identifying emergencies.
- > A commitment to the aims and principles of Citizens Advice Bureau.
- > Ability to operate as a team player and communicate effectively with colleagues and managers.

**Glasgow North West is committed to equal opportunities both in service provision and employment.**

**Charity number:**

SC005641 (GNWCAB)

**Charity name:**

Glasgow North West Citizens Advice Service Ltd.