

ADVICE PLYMOUTH VOLUNTEER ADVISER

Role Purpose:

To assess clients' needs and provide an effective and efficient advice service to the public.

Role description:

- Interview clients, both face-to-face and on the telephone, to determine and advise on clients' enquiries, help them set priorities and agree an action plan.
- Identify key information about their needs including time limits, key dates and any requirement for urgent advice or action
- Find, interpret and communicate appropriate information to clients.
- Identify and summarise clients' needs and expectations.
- Refer and signpost clients appropriately (both internally and externally).
- When necessary, advocate on behalf of the client.
- Complete clear and accurate case records using computer systems (PETRA and Charity Log).
- Demonstrate a willingness to develop and keep up to date with legislative changes.

Required skills and qualities:

- Demonstrate a commitment to Advice Plymouth's aim, objectives and principles.
- Good communication skills both written and oral.
- Friendliness, approachability and willingness to work as part of a team.
- Ability to access relevant signposting information including electronic and written materials.
- Ability to analyse, summarise information and extract key points to provide effective advice to clients.
- Basic numeracy skills.
- Sensitivity to the needs of others.
- Ability to use a computer in the provision of case recording.
- Respect for views, values and cultures that are different to their own.