

Role Profile

Role	Community Volunteer
Location	Community hubs/Advice Van/ Pop up events in Manchester
Commitment	<p>This role requires a minimum commitment of three to five hours per week plus travel time. (depending on location)</p> <p>Please check the Community Hubs schedule on our website. If none of the available face-to-face sessions fit your schedule, you may not be able to participate as a volunteer.</p>
Reporting to	Community Engagement Manager

Primary purpose of the role:

Not all clients need to speak to an adviser - some just need help to find the right information. Others need support to use digital services.

Our Community Volunteer supports clients to access online information and use things such as online PC's, benefits calculators, price comparison sites and online forms.

Key accountabilities	Key elements & tasks
What the role involves	<ul style="list-style-type: none"> Explaining the service to members of the public
	<ul style="list-style-type: none"> Supporting clients to use digital tools
	<ul style="list-style-type: none"> Helping clients to access the appropriate information, self help resource or service provider
	<ul style="list-style-type: none"> Identifying when clients need to be referred for more help
	<ul style="list-style-type: none"> Signposting clients appropriately to suit their needs following agreed protocols
	<ul style="list-style-type: none"> Recording client numbers and issues
	<ul style="list-style-type: none"> Ability and willingness to work as part of a team and a commitment

Experience is not essential as full training and support will be provided, however volunteers are required to have the following attributes:	<ul style="list-style-type: none"> • Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout
	<ul style="list-style-type: none"> • Proven ability to use IT packages, including G-Suite, and online advice resources
	<ul style="list-style-type: none"> • Ability to consistently provide high levels of customer service
	<ul style="list-style-type: none"> • Excellent written and verbal communication skills, including ability to liaise and communicate effectively with clients .
	<ul style="list-style-type: none"> • An ability to work effectively both independently and collaboratively, within a small team and as part of the wider organisational team.
	<ul style="list-style-type: none"> • A willingness and ability to adapt to a varied and fast paced working environment while ensuring that any allocated work is completed.
	<ul style="list-style-type: none"> • Good time management skills.
	<ul style="list-style-type: none"> • Strong interpersonal skills to build a rapport and manage appointments effectively.
What are the benefits of volunteering?	<ul style="list-style-type: none"> • Building confidence. Volunteering can improve confidence by giving you the opportunity to try something new and gain a real sense of achievement.
	<ul style="list-style-type: none"> • Making a difference. Volunteering gives you the opportunity to make a difference to the lives of others.
	<ul style="list-style-type: none"> • Meeting new people. Volunteering can help you meet different kinds of people and make new friends.
	<ul style="list-style-type: none"> • Increase employability. For some people, volunteering can be a route into employment, or the chance to try something different that might lead to a career change.
	<ul style="list-style-type: none"> • Learning new skills. Volunteering can help you to learn new skills, gain new experiences and sometimes gain qualifications.
<p>All of our volunteers will be based in the office until they have the expected competency to assist on the Advice van and at digital hubs/events.</p>	
<p>Please note that a volunteer profile does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the volunteer in the performance of their role and is not included to be an inflexible list of tasks.</p>	