**Citizens Advice Bureau West Lothian**

**Job Description**

**Job Title:** Volunteer Support Officer

**Responsible to**: Training and Quality Supervisor

**Reporting to:** Training and Quality Supervisor

**Location:** Citizens Advice Bureau Livingston

**Hours:** 16 to 25 hours per week (Blended Home/Office working may be available

**Salary:**  Circa £25,000 Full Time Equivalent

**Job outline**

To support all new and existing volunteers through initial training and induction until qualified and to provide ongoing session supervison as required for all staff and volunteers.

To provide ongoing case checking for all staff and volunteers to ensure full compliance of quality of advice for CAS and National standards.

To be responsible for the marketing of volunteering opportunities and the recruitment of new volunteers.

To deliver training to new and existing volunteers and staff.

**Responsbilities**

1. To assist the Traning and Quality Supervisor to ensure the Bureau is compliant with CAS quality assurance and Scottish National Standards and assist with the audit process
2. Assist with the selection of CAS quarterly audit checks and address any training needs
3. Assist with any actions and recommendations as required for Scottish National Standards
4. To provide case checking as part of a rota and to national standards
5. To ensure that case reviews are carried out in accordance to national standards, liase with staff on any ongoing issues
6. Assist with the management, recruirment, training and support of all new volunteers
7. Contribute towards rota management for volunteers to ensure that there is always sufficient volunteer resource so that services run smoothly.
8. To act as the point of contact and mentor for all volunteers
9. Contribute towards management and board reports as directed by the Training and Quality Supervisor.
10. Plan and action clients surveys as required and carry out any remedial actions
11. Attend any meetings, traning sessions,events as are required for the role.
12. Attend relevant meetings such as Case Checkers forums and other relevant meetings and feedback
13. Maintain training records for each individual volunteer trainee.
14. Cascade any relevant information/updates to staff & volunteers.
15. Cover periods of Session Support in accordance with a pre-definded rota.
16. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
17. Any other duties as identified by the Training and Quality Supervisor.

**Personal Specification – Volunteer Support Officer**

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|  | **Essential** | **Desirable** |
| Qualifications | Relevant advice related qualifications | Supervisor training  Assessor/verifier awards |
| Experience | Experience of recruiting, training and supporting volunteers  Practical experience of volunteer, mentoring and training  IT literate – particularly use of Microsoft Office, e-mail, the internet and database systems  Report writing experience  A personal commitment to equal opportunities and organisation ethos  Ability to display flexibility in a challenging working environment  Commitment to equal opportunities  Commitment to the aims and principles of the CAB service | Experience of voluntary sector work, either paid or unpaid  Experience of providing holistic advice |
| Skills, knowledge and attributes | Strong written and verbal communication skills  Effective team worker  Strong interpersonal & people skills  Proven organisational and time management skills  Calm and positive attitude  Ability to work well under pressure | Knowledge of digital platforms |
| Other | Flexible and adaptable in meeting the needs of the service.  Ability to travel as required by job remit and occasionally undertake work out of office hours  Adopt responsibility for own learning and development |  |