



## Role Description

### Accredited Volunteer Bureau Interviewer.

#### Purpose of the Role

An Accredited Volunteer Bureau Interviewer (Bureau Interviewer) implements the aims of the Citizens Advice Bureau (CAB) by interviewing clients using the CAB SERVICE model for interviewing.

#### Overview of the Role

Clients can contact the CAB in a range of ways including phone, in person, email, via the CAB website, and live chat (not Dunedin). A Bureau Interviewer's job is to:

1. Welcome the client warmly and listen to the client's story in a non-judgmental and respectful manner.
2. Ask questions to sort out the key facts and to understand what the client would like to happen.
3. Research the client's issue or concern using the CAB website as the first port of call so it is credible, reliable and accurate.
4. Based on the research identify and provide information and all options available so they are free from gaps or errors. Telling client their rights and obligations.
5. Discuss the options, next steps client could take and possible consequences of options you have provided so they are empowered to solve their own problem.
6. Assist the client with phone calls, letter writing, form filling if appropriate and the client wants this.
7. Assist the client fully before any (if any) referral is made.
8. Always invite the client to provide demographic data.
9. Record the enquiry electronically fully on the CAB interview form so it contains facts not opinions and in a way that is useful for social policy purposes.

**The role also requires the Bureau Interviewer to actively participate in the programme of learning and development provided so the volunteer has the skills and knowledge to be effective in their role. This will be a mixture of online learning and face-to-face sessions.**

#### Skills and qualities

The ideal Bureau Interviewer is able to:

- Relate well to a diverse range of ethnicities, genders and ages
- Participate in the CAB's commitment to effectiveness for Māori which includes understanding and supporting our commitment to being a Te Tiriti o Waitangi aligned organisation
- Be non-judgmental and respectful of others
- Demonstrate confidence and competence using a computer to research and record information
- Listen effectively and demonstrate good oral and written communication skills
- Maintain confidentiality

- Work as part of a team
- Work within CAB aims, values, principles and policies
- Be open to giving and receiving feedback effectively
- Accept guidance and assistance and put into practice learning from peer reviewer comments, the manager, L&D
- Conduct client interviews consistent with CAB Quality SERVICE to clients model for all interviews, and always follow CAB processes and procedures
- Have a 'always learning and improving' attitude

## Range of the role

A Bureau Interviewer responds to enquiries on any topic, as part of CABs provision of a “universal service”. We inform clients of their rights & responsibilities and the options they have to take the next step and/or to take action.

Interactions with clients may take the form of:

- Interview: a structured interview with a client which provides information, options, advice and support to meet the client’s individual need.
- Browsing: providing information that clients can access on their own or with support from a Bureau Interviewer. Interpreting information on websites or forms so the client understands the information
- Quick reference: helping a client with a quick answer, directions or contact details

**A Bureau Interviewer also may contribute to running the bureau through membership of an operational team or undertaking a relevant role, for example; updating information resources, publicity, peer reviewing (quality assurance), taking a governance role.**

## Role Relationships

**The Bureau Interviewer is accountable to the CAB Ōtepoti | Dunedin Manager**

- Bureau Interviewers have close working relationships with the Manager, other Bureau Interviewers and Peer Reviewers

## Key Accountabilities

- Conducting interviews that follow the CAB SERVICE interview model and meet the requirements set out in the CAB Membership Principles and policies and skills framework.
- Upholding the *Responsibilities of a CAB Volunteer* as set out in the Volunteer Handbook and Volunteer Agreement.

## Availability

Once through the induction training (15 sessions to be completed on the online training portal & sitting in and observing experienced interviewers over six sessions at the bureau) Volunteer Bureau Interviewers are expected to;

1. Complete one rostered shift of 3 hours each week
2. Actively participate in at least 8 learning and development sessions provided per year – this is so volunteers have the skills, knowledge and support to be effective in this role.
3. Contribute to the operation of the Bureau by attending the AGM or any SGM, and sometimes taking on an additional role e.g., participating in a team.