

Role Description, Accredited Volunteer Bureau Interviewer

Summary

This role is for those people who are passionate about helping people and making a difference in the community. You will provide free confidential information and advice on a wide range of issues about people's rights under the law and their options for resolving their issues.

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.

Clients contact the CAB in a range of ways including by phone, in person, or online via the CAB website.

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 key questions to sort out the relevant facts and to understand what the client would like to happen and what they have done so far.
3. Research and investigate the client's issue, their rights and obligations and their options using the CAB online comprehensive knowledge base (our website).
4. Discuss what their next steps are and how they can take action to resolve their issue. Empowering and educating the client.
5. Assist the client with phone calls, letter writing, and form filling if appropriate and the client wants this.
6. Assist the client fully at CAB before considering **any** referral to another service.
7. Ask for anonymous demographic data – this contributes to our social policy work shows our funders who we help.
8. Record the Client Interview on our online interview write-up forms following the Quality Client Write-up guide – what the issue was, what you did to help, sources of information etc.

Skills and qualities required

The Bureau Interviewer has to:

- Relate well to a diverse range of ethnicities, genders, and ages
- Listen effectively - have excellent comprehension and understanding of English spoken with a New Zealand accent.
- Have excellent English grammar skills, and be able to communicate orally in English to a very high standard
- To be able to write in NZ English to a very high standard

- 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 – familiarise yourself with ‘our kaupapa’ under ‘about us’ on our website www.cab.org.nz
- Be friendly, inclusive, non-judgmental, and respectful of others at all times
- Demonstrate confidence and competence using a computer to research and record information
- Maintain confidentiality
- Work as part of a team
- Work within CAB aims, values, principles, and policies
- Be open to receiving feedback and putting into practice any recommendations identified.
- Conduct client interviews consistent with the CAB Quality SERVICE model for all interviews, and always follow CAB processes and procedures

Range of the role

A Bureau Interviewer responds to enquiries on any topic, as part of CAB's provision of a “universal service”. 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 needs.
- 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 directions, or contact details
- Assist further if barriers exist eg. Language assistance, digital exclusion, and literacy issues.

Role Relationships

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

- Bureau Interviewers have a close working relationship with the Manager, other Bureau Interviewers, and the Peer Reviewers (our quality control)

Key Accountabilities

- Conduct 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

After completing the induction training modules and observations on shift with the experienced interviewers, Volunteer Bureau Interviewers are expected to;

1. Complete one rostered shift of 3 hours each week
2. Actively participate in learning and development sessions
3. Attend the AGM and any SGM
4. Contribute to running the bureau in time eg. Operational team or governance role.

Criminal Record Check Policy

A Volunteer Bureau Interviewer must be able to meet the requirements of the CABNZ Criminal Record Check Policy: ***No person with a conviction for crime against the person, or sexual crime, or for any offence involving the harm or exploitation of children, or a conviction for dishonesty, is to be employed or work in a bureau or CABNZ in a paid or voluntary capacity.***