

Oasis Advice Centre Waterloo volunteer job description

Role title	Volunteer advisor
Service	Oasis Waterloo advice centre
Line manager/supervisor	Senior caseworker/advice centre manager
Location	Oasis Centre Waterloo
Commitment	Minimum 1 day a week
Duration	1 year with a 6 month review point
Role description	<ul style="list-style-type: none"> • Completing debt, benefits and housing advice and casework. • Processing confidential client paperwork. • Assisting with administrative duties related to client casework including using an online database (training provided). • Treating every individual with dignity and respect. • Attending the Oasis Centre in-person and holding face-to-face appointments. • Running drop-in triage sessions.
What's in it for you	<ul style="list-style-type: none"> • You will be a part of our bespoke training program and learn about multiple genres of advice, including debt, benefits, housing, and more. • Gain an understanding of the anti-poverty work that Oasis conducts through its advice provision. • Be a part of a friendly and dedicated team of professionals. • Give back something to the community. • Opportunities for training and progression within Oasis. • Experience working with a national charitable organisation .
Skills and qualifications required	<ul style="list-style-type: none"> • Good organisational skills.

	<ul style="list-style-type: none"> • Proactive attitude towards supporting our advisors. • Compassion and Empathy. • Active listening. • Excellent verbal and written communication skills. • Good level of computer literacy. • Good level of numerical literacy. • A good understanding of the benefits system, social and private rented accommodation. • CMA level 3 debt qualification (desirable not required). • Willing to gain qualifications provided by the Oasis Advice Centre (CMA level 3 and benefits courses).
Training opportunities	<ul style="list-style-type: none"> • Fully paid training opportunities to become a level 3 CMA debt advisor. • Fully paid benefits courses run by Wiseradvisor. • Internal GDPR and safeguarding training provided. • Internal training days for staff and volunteers. • Case management guidance available to all staff members.
General requirements	<ul style="list-style-type: none"> • Follow the guidance of the Carer Support Advisor. • Attend mandatory training identified by OAC. • Attend an induction. • Work in accordance with volunteer policies including equality and diversity. • Offer emotional support and empathy but under no circumstances offer advice or an opinion on a medical or legal issue outside of our remit. • Only undertake tasks within this role description unless guided otherwise by the relevant supervisor. • Remember the importance of confidentiality at all times. Under no circumstances should clients' affairs

	<p>be discussed with any person other than the relevant staff.</p> <ul style="list-style-type: none">• Notify the Volunteer supervisor of any change in my circumstances that may affect my work as a Volunteer.
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