

Becoming a CAB Volunteer

Inverness, Badenoch & Strathspey



Thank you for your interest in becoming a volunteer with Inverness, Badenoch & Strathspey Citizens Advice Bureau (IBS CAB).

One of the guiding principles of the CAB service is that it's a voluntary service provided by individuals supporting their local community. At IBS CAB we value the contribution our volunteers make and fully recognise that we are unable to do what we need to do to meet the needs of our clients without the amazing effort and commitment of our team of volunteers.

We hope volunteering for IBS CAB is an interesting and rewarding opportunity and allows you to develop your skills and knowledge, be part of a team and support many people in our community that need some help.

Volunteering Roles:

The different volunteering roles that we have at IBS CAB are:

- General Adviser
- Receptionist
- Administrator

To help you decide which role you would like to apply for we have attached a brief description of each of these roles and have also included:

- An application Form
- Our Equal Opportunities Statement

Locations:

IBS CAB are located at 3 offices:

- Union Street, Inverness
- Raigmore Hospital, Inverness
- Aviemore

Training & Development

All volunteering roles require a commitment to on-going training. For the role of General Adviser this includes an initial 4 stage training programme that can take up to 6 months to complete. This programme includes completing e-learning modules, attending face to face training sessions and shadowing experienced Advisors.

The topics covered include: benefits, employment, debt, housing & homelessness, consumer, family relationships and many more. This will help prepare you for the broad range of enquiries you may deal with as a General Adviser.

Throughout the training process and when you go on to become an Adviser you will be supported by the Bureau managers and a team of specialist staff.

Time Commitment

A General Adviser is expected to volunteer for a minimum of 1 day per week (or 2 x 0.5 days). For other volunteering roles a minimum commitment of 3 hours per week is expected.

Expenses

The CAB policy is that volunteers will receive appropriate out-of-pocket expenses.

What happens next?

Once you have returned your completed application form someone will contact you to arrange an informal interview/chat. This should happen within a week of you returning the form.

Further Information

Further information on volunteering with a CAB can be found at:

<https://www.cas.org.uk/about-us/volunteer-citizens-advice-bureau>

More information on IBS CAB is available at:

<https://www.invernesscab.org/>

Getting in Touch

If at any stage you have a query about volunteering with IBS CAB or wish to discuss the volunteering opportunities more fully, please feel free to contact:

E: volunteer@invernesscab.org

T: 01463 252 292

We look forward to hearing from you