ROLE DESCRIPTION – VOLUNTEER INFORMATION PROVIDER
COUNTY WEXFORD CITIZENS INFORMATION SERVICE

Volunteer Role Title: Information Provider

Purpose of the job: To provide information, advice and advocacy services to the public and assist the team in the work of the information service.

Main tasks and responsibilities

- Giving information, advice and advocacy services to the public
- Source, process and communicate appropriate information to Clients
- Undertaking relevant training
- Operation of query management system
- Attend regular team meetings

Volunteer training and support

- A comprehensive induction programme
- On the job training provided by a trained Information Provider
- Trial period ends three months after completing accredited training.
- The Development Manager will supervise the volunteer and provide feedback at agreed times. This will be supplemented in the Centres by Team Leaders.
- Information, Advice and Advocacy Programme (IAAP); 1 year of training, FETAC Level 6.

Time commitment

- A commitment of one day a week for a minimum of three years.
- You will be rostered to work 10am to 4:30pm/5pm
- Attend quarterly Team meeting (1.5 hrs.).
- Attend quarterly training events.
- Meet IAAP requirements

Person specification

- Have good interpersonal skills (good listener)
- Have good computer skills
- Be able to work in a team
- Be able to read and write English, and do basic maths
- Have regular time available
- Be open-minded and non-judgmental
- Have good record-keeping skills and an understanding of the importance of client confidentiality
- Have a willingness to learn information-giving skills

March 2015