



Triage & Welcome Worker

Reference code: VO16244

In this role you will be welcoming clients, undertaking triage assessments, and providing basic information and signposting. Managing reception and undertaking administrative tasks. See more: citizensadviceedinburgh.org.uk/volunteering

About Citizens Advice Edinburgh

CAE is an independent charity delivering free, confidential, and impartial advice to the people of Edinburgh. We specialise in Welfare and Consumer Rights, Debt, Employment, Immigration and Housing. See more: citizensadviceedinburgh.org.uk

Experience Required

Good customer and organisational skills; a compassionate and friendly manner.

Training Details

Induction and comprehensive training provided. See more info here: www.citizensadviceedinburgh.org.uk/volunteering

Location/Travel Details

Various locations in of our bureau in Edinburgh: Leith - 23 Dalmeny St, City Centre - 58 Dundas St, Muirhouse - 31-33 Pennywell Rd, Portobello - 8ab Bath St.

Expenses

Public transport expenses can be paid.

Accessibility Details

- Happy to have a conversation about volunteer's needs

Work Type

Administrative / Office Work

Cause

Human / Civil rights/ Justice

Flexibility & Commitment

Flexible

Minimum 4 hours per week (Hours: 9:00am -12:30pm or 13:00-17:00 either whole day or just morning/afternoon)

Available Times

	mon	tue	wed	thu	fri	sat	sun
am	●	●	●	●	●		
pm	●	●	●	●	●		
eve							

Contact Details

Email: recruitment@cabedinburgh.org.uk