



COULD YOU VOLUNTEER WITH THE COMMUNITY ONE STOP SHOP AS AN ADVISER?

In our current political and economic climate, many people find themselves with new challenges to face, such as having to navigate the benefit system for the first time and dealing with the increasing cost of living, often while managing health and disability issues. Our advice service has never been more in-demand.

Can you help ease pressure on our services, and enable us to maintain a high standard of advice by becoming a Volunteer Adviser? Are you in a position to help the local community while gaining new skills from our certified trainers?

We have launched our Volunteer Adviser Training programme and invite you to apply if you think that you would thrive as an Adviser. Applicants are not required to have previous advice experience, just a willingness to learn new skills and help our clients.

An application for the Volunteer Adviser role and the training programme are one and the same. We ask that successful applicants commit to attend all training sessions before beginning as an Adviser with Community One Stop Shop. Once trained we ask you to commit to volunteering for a minimum of 3 hours per week.

Our certified trainers are practising Advisers and will take you through the training programme which will consist of two in-person days, followed by 4 half-days which will take place online. We will give you an overview of the work we do at the Community One Stop Shop and the commonly-raised issues that our clients face, followed by more in-depth training on specific benefits.

Places will be limited on the course so please make contact with us as soon as possible if you are interested or have any questions.

SKILLS REQUIRED

- Excellent Communication Skills
- Non-judgemental approach
- Problem Solving Skills
- Be able to manage own workload
- Sound IT knowledge
- Empathetic approach



Main Training Days (In-person)

Location: Space Broomhouse Hub
79-89 Broomhouse Crescent, Edinburgh EH11 3RH

Date: Saturday 28th May 2022 & Saturday 11th June 2022

Time: 10am-4pm

Lunch will be provided

Module Training

Location: Online via Zoom

Date: Wed 15th June, 5.45pm-8pm Benefit Checks
Wed 22nd June, 5.45pm-8pm Universal Credit
Wed 29th June, 5.45pm-8pm Housing Benefits
Wed 06th July, 5.45pm-8pm Disability Benefits

You will have to have access to a telephone, laptop, and printer although all expenses will be reimbursed.

To apply please call 0131 443 6223 or email cossvolunteers@gmail.com and ask for an application form.