

# NORTH BRISTOL ADVICE CENTRE TASK DESCRIPTION

**Title:** VOLUNTEER ADVICE SUPPORT WORKER

**Responsible to:** Advice Team Manager

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## RESPONSIBILITIES

### ***Form Filling and Charity Payments***

- Assist clients with appropriate form filling
- Identify and complete appropriate charity applications
- Act as an advocate where appropriate for the individual
- Act as an information point for the client on local services

### ***Administration***

- Adhere to NBAC's monitoring procedures.
- Keep accurate, confidential case records.
- Keep up to date with relevant legislation, policies and practices.

### ***General Duties***

- Attend staff meetings.
- Adhere to the Centre's equal opportunities policy and implement any practice guidelines in the course of duties.
- To participate in planned support and supervision sessions with the Advice Services Co-ordinator
- Attend training courses as required
- To undertake other reasonable duties as required to ensure the efficiency of North Bristol Advice Centre.

***Priorities may vary from time to time as the project's service delivery changes.***