



**Position: Volunteer Caseworker**

**Location: South Ayrshire**

**Time commitment: Flexible – expectation of between one-three half days/week  
for a minimum of 6 months**

**Responsible to: Advice Team Leader**

**About this role**

Within this role you will support the Centre, under the supervision of the Advice Team Leader. You will be able to speak to people seeking advice to ascertain their needs and assist with basic casework. This role will help to extend the capacity of the Advice team, and also the Reception/Referral Officer, by complementing their existing job functions.

**Typical volunteer tasks include:**

- Obtain individual detailed information regarding housing issues and needs including health, disability and other key details to complete referrals.
- Help identify, assess, prioritise service users' needs and record them for Advisers
- Discuss & transfer more complex case enquiries to existing Advisers
- Conduct face-to-face meetings with service users with the purpose of guiding a course of action to assist resolve problems and assist in the completion of consent mandates
- Fill out relevant forms for case opening and closure
- Maintain effective records of tasks undertaken for every case by recording progress notes, and all communications with service users, in the case files
- Acquire knowledge of various community-based and/or governmental resources
- Provide direction and actively signpost and refer service users to other support & resources
- Participate in special projects/duties as assigned by the Advice Team Leader
- Assist with regular case reviews with Advice Team Leader
- Help gather service user feedback and prepare case studies when cases close
- Encourage engagement with the Centre's services for those in need
- Volunteer effectively alongside other volunteers and employees

**What we are looking for:**

- Excellent communication skills using speech, writing and other appropriate methods
- Confidence in communicating with a wide range of people from different backgrounds, abilities and needs
- Previous experience in casework recording is desirable but not essential, as support and training will be provided
- An understanding of overcoming barriers to reach vulnerable service users
- The ability to use own initiative and manage allocated tasks with minimal supervision
- Knowledge of and ability to use Microsoft packages in particular Excel and Word
- Knowledge of local South Ayrshire area is advantageous



- Use of own transport advantageous
- Empathetic towards the situation and needs of Service Users
- Previous experience of supporting vulnerable groups is desirable but not essential
- Willing to uphold the Fundamental Principles of Ayr Housing Aid Centre SCIO and adhere to our Volunteer Policy

#### **What we offer:**

- A full induction, support and supervision throughout your volunteering period
- In-house training related to the role
- Valuable exposure to the work of Ayr Housing Aid Centre
- Opportunity to be part of a well-established and award-winning local charity
- Reimbursement of reasonable expenses

#### **Limitations of post:**

Ayr Housing Aid Centre SCIO services are regulated by the Scottish National Standards for Housing Information and Advice, Care Inspectorate and the SSSC. It is an offence to provide housing advice or services unless a person is regulated by the designated professional body. Under no circumstances should volunteers give detailed housing advice to service users. However, as a volunteer you will be able to engage, take information, signpost to partner organisations and ensure they are linked with an appropriately trained Adviser. Your role will be to establish the link with the service user, gather information and statistics, ensure positive engagement, give basic information and pass to a skilled Adviser.

Through time you may become a permanent placement and seek to improve your skills to enable you to be able to have the knowledge to be able to give advice at a type II level.

Volunteer roles are unpaid, but we can reimburse volunteers for travel costs and lunch expenses if volunteering for a full day. All training required for the role will be provided inhouse by the Centre.

#### **To apply:**

Please send your CV and Covering Letter (maximum length 1 side of A4 please) to [info@ayrhousingaidcentre.com](mailto:info@ayrhousingaidcentre.com)

In your Covering Letter please explain how you meet the requirements above and why you are specifically interested in volunteering with Ayr Housing Aid Centre SCIO.

Please include the contact details of 2 referees that we may contact if you are successful.

Please call Hilary on 01292 288111 if you wish more information or simply wish to talk through the role and have any questions.

Have a look at our website [www.ayrhousingaidcentre.com](http://www.ayrhousingaidcentre.com) for more information on what we do.