

[**Volunteer Role: Information Provider** 1](#_Toc160616598)

[**Volunteer Role: Information Assistant** 1](#_Toc160616599)

[**Volunteer Role: Admin Support or Reception** 2](#_Toc160616600)

There are a range of interesting volunteer roles within the Citizens Information Service (CIS). You can find out more about volunteering with Citizens Information on citizensinformation.ie.

# **Volunteer Role: 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:**

* Providing comprehensive information, advice, and advocacy services to the public
* The delivery of outreach services in the CIS area
* Agreed follow-up work arising from information sessions with clients
* Undertake short-term advocacy, if agreed upon with the development manager
* Refer clients in need of advocacy services to the information officer within the service
* Record information related to social policy challenges
* Undertaking relevant training (minimum compulsory continuous development training)
* Efficient operation of the query management system
* Representing the CIS at conferences, etc., as decided by the development manager
* Participate in quality reviews
* Attend regular team meetings

# **Volunteer Role: Information Assistant**

**Purpose of the job:** To assist the Information Officer in providing information, advice, and advocacy services to the public and assist the team in the operations of the information service.

**Main tasks and responsibilities:**

* Assist the information officer in providing information, advice, and advocacy services to the public.
* Assist callers to complete application forms or other administrative tasks relevant to their identified needs;
* Support with the triage of clients
* Schedule client appointments efficiently
* Support the information officer on follow-up work arising from information sessions with clients
* Identify cases that require advocacy and refer them to the information officer within the service
* Assist clients in making contact with relevant support services as needed.
* Record social policy
* Undertaking relevant training (compulsory continuous development training)
* Operation of the query management system
* Representing the CIS at conferences, etc., as decided by the development manager
* Participate in quality reviews
* Attend regular team meetings
* Performing other duties as may be assigned by the development manager

# **Volunteer Role: Admin Support or Reception**

**Purpose of the job**: Responsible for reception duties, serving as the first point of contact for face-to-face clients, providing information, and assisting the development manager in the operation of the information service.

**Main tasks and responsibilities:**

* Switchboard operation: answering phones and recording details for a follow-up consultation with an information officer
* Directly assisting clients at reception and managing the queue
* Supporting callers to access appointments with relevant clinics (FLAC, CAVA, local specialist clinics)
* Supporting staff in the interview rooms
* Inputting information into CIS data collection systems
* Checking reception emails
* Providing direct delivery of simple, non-confidential information and advice at the reception
* Reporting Social Policy issues
* Administrative duties, such as mail shots, recording incoming and outgoing posts, managing the FLAC rota and volunteer rota, and collecting customer feedback (surveys, comment cards, etc.)
* Assisting and supporting the development manager with office-related work
* Participating in quality reviews
* Attending regular team meetings
* Performing other duties as may be assigned by the development manager