



Volunteer Role: OPAL Adviser

About OPAL

OPAL: East Dunbartonshire's Information Line is a free information service for residents of East Dunbartonshire. OPAL helps people get the information/support they need and to access local services vital to both their mental and physical health and wellbeing.

About the Role

Help people living in East Dunbartonshire to get the information/support they need and to access local services vital to both their mental/physical health and wellbeing. By doing so, you are supporting local charities.

Many people that contact OPAL are considered vulnerable adults, unsure of where to turn or who to ask for help. Many don't have the skills to search things online or know where to get information on things like; Financial advice; Independent advocacy; Volunteering; Carer support; Tradespeople and private services; Information about your local community; Community response/support enquiries

This is where you come in: when people phone OPAL, they get through to a real person, not an automated line, who can chat to them about what they need and what other things are available to them. As part of the OPAL Team, your role will involve answering calls and signposting to other key services, working alongside skilled OPAL Advisers, helping you develop your skills and local knowledge on a range of topics.

Skill , Attributes and Experience for this Role

Essential: Good communication skills, both on phone and email. Good listening skills.
Ability to communicate well with a wide range of people. Motivated to help others.
Reliable. Enthusiastic. Basic IT skills. Interest in personal development.

Desirable: knowledge of East Dunbartonshire and local services. Previous experience of working/volunteering in the third sector.



Support and Training

All volunteers will work with the OPAL Coordinator; a volunteer handbook will be provided; volunteers will be invited to attend development/training days; also invited to the operations side of OPAL and partner organisations, including groups and taster sessions.

Ongoing support will always be available: procedures and guidance will be provided on all topics and there will always be someone you can contact if you need any support, whether that's from the OPAL team or the partners involved in OPAL i.e. Ceartas, CAB or Carers Link.

Expenses

Expenses will be reimbursed monthly, possibly weekly if necessary. This would be for travel costs and other expenses related to the role.

Accessibility

After an initial induction and training period at Ceartas office (McGregor House in Kirkintilloch), you will be able to work remotely if you so choose, or continue to join the Team in the office.

OPAL will provide equipment and support where possible to ensure you can fulfil your role effectively - this will be discussed further throughout the application process.

Application Process

We will have an informal chat where we will give you an overview of OPAL, how the service works and what outcomes we are working towards. We will also discuss your skills, aims and motives behind your interest in the role.

You will then be asked to complete a short application form.

How to Apply

If you have any questions or would like to apply for this role, please contact the OPAL Coordinator, Ronnie Whiteside on;

Telephone 0141 775 0433

Email mail@opaleastdun.org.uk