**Advice & Representation Centre Student Volunteers**

**What is the ARC?**

The ARC is the University of Birmingham’s Guild of Students’ Advice and Representation Centre. A professional team of advisors provide specialist, confidential, independent and free advice and guidance to all University of Birmingham students in five key areas:- Academics, Employment, Finance (& Debt), Housing and Immigration.

**What are the ARC’s Aims?**

The Advice and Representation Centre (ARC) has two aims:

* To ensure that students are aware of their rights and responsibilities and are able to access and fulfil them.
* To use available evidence to campaign for change for students

**What will you do?**

The role of ARC volunteer will be to provide front line diagnosis to student clients throughout each of our two hour drop-in sessions.

As a part of the professional ARC adviser team you will provide 1-2-1 peer support and diagnosis to students who approach the Service for advice and support. You will empower students to resolve their issues by prescribing initial action and information. You will refer students with more complex issues to the adviser team and will maintain case records and statistics on all clients within the ARC’s operating procedures. At key times of year you will be given the opportunity to undertake specialist clinic work, e.g. contract checking.

**What will you gain?**

The ARC, by its very nature, is a very busy advice center and as a volunteer you will not only gain working knowledge in a number of the areas we advise on but also get to experience the dynamics of an advice center and the role of advisors within the legal sector.

In addition to this you will:-

* Develop organisational and communication skills
* Gain knowledge and experience in the core areas of advice that the ARC delivers

* Have the opportunity to interact with peers and staff in a unique professional advice work setting

* Gain experience and skills needed to work effectively in an advice work setting

* Have the opportunity in making a positive difference to the lives of our service users

In addition to the above our volunteers can also register with the University’s Personal Skills Award (“PSA”) scheme to recognise your work within the Service – please check the below website for more information - <http://www.as.bham.ac.uk/psa/index.shtml>

**What are we looking for?**

Some of the skills we are looking are:

* Excellent organisational skills with the ability to work with the adviser team

* A good team player with effective communication and listening skills
* Reliable and responsible individuals with enthusiasm and effective interpersonal skills
* Have an interest in working with a variety of people and are sensitive to/having an understanding of the needs of students from diverse backgrounds

**What will you commit to?**

We would expect all volunteers to sign up to at least two of the following sessions each week during term time:-

Monday 12 – 2pm

Tuesday 12 – 2pm

Wednesday 12 – 2pm

Thursday 12 – 2pm

Friday 12 – 2pm

These are the ARC’s drop-in sessions, which operate on a first-come-first-served basis.

***Notes:*** Commitment: We rely on volunteers to cover a rota on a shift basis and we ask for notice if a shift cannot be covered. All volunteers must work within the policies and procedures of the ARC to maintain a confidential, safe and professional environment.

**Recruitment Process:**

To apply to volunteer with the ARC please complete the volunteer application form, and return it to the Guild Advice Manager by the deadline below, either by:-

**Email** to [thearc@guild.bham.ac.uk](mailto:thearc@guild.bham.ac.uk)

**Hand** to the ARC when we are open

**Post** to The ARC

Advice & Representation Centre

University of Birmingham Guild of Students

Edgbaston Park Road

Birmingham

B15 2TU

The next deadline for applications is Monday 28th September 2015.

A short interview for each shortlisted applicant will take place across Thursday 1st October 2015 to Friday 2nd October 2015.

If you do not hear from us with an invite to an interview, please do not be disheartened as you can always reapply for our next recruitment period.

Initial core training will take place on the evenings of Monday 5th October and Tuesday 6th October 2015 to start promptly at 4pm – 7:30pm-ish at the ARC for all successful applicants.