



NCVO Workforce Development

Voluntary sector career case study:

Julie Stuart
Training Adviser
Citizens' Advice Scotland

The job

- Helping CABs provide appropriate training for their staff
- Training workers via two main courses: a Training for Trainers course and a Representation Skills course for workers willing to help clients at Employment Tribunals

Julie says:

"I do love the training, particularly the training for trainers because I genuinely can see where I make a difference, not only to the levels of skill but also to confidence levels."

The challenges

"The most challenging aspect is responding to new legislation from Westminster and the Scottish Parliament. Translating the new rules into the likely effects on clients' lives and working out how advisers should best approach giving advice on those effects is quite a job".

"Another difficult aspect of work is the lack of resources: we need more staff to carry out the work and to support them too. Lack of support has knock-on effects on the quality of service provided."

Skills needed

- Communication skills, both spoken and written, for leading courses and supplying bureaux with written materials to use with their workers
- The ability to understand complex information and translate it into practical, plain English
- IT skills, including Internet research skills and software skills to produce reports, training aids and financial statements

Julie's CV

- Degree in Law
- Volunteer Advice worker
- Adviser/Representative
- Housing Adviser for a Local Authority
- Training Adviser, Citizens Advice Scotland

The final say

"Working in the voluntary sector can be a joy because you can feel you are really making a difference."

"It can also be frustrating due to lack of resources but, for all that, I don't think I could get job satisfaction in the same way in the private or statutory sector. I want to feel I make a valuable and valued contribution to the community."