

Volunteer Assistant

What will you do?

- complete an introduction to Citizens Advice
- help Citizens Advice volunteers with specific tasks

Some examples of what you could do:

- accompany an adviser when they are talking to clients and take notes
- help an adviser use a computer to find the information that they need to help a client with their problems
- type up a summary of the clients' problems and what action the adviser has taken
- complete a benefits form, or draft a budget (income and spending), as directed by an adviser
- help volunteers with admin or reception tasks such as printing, scanning, filing, making appointments and being the first point of contact for clients

What's in it for you?

- have a positive impact on someone else's experience of volunteering with the local Citizens Advice
- meet people and build relationships with volunteers
- enable volunteers with support needs to carry out their role
- make a real difference to people's lives in a short space of time

- gain insight into the work of Citizens Advice and learn about several key issues such as benefits and debt
- increase your employability

And we'll reimburse expenses too.



What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have good listening skills
- have excellent verbal and written communication skills
- have good IT skills
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



How much time do you need to give?

We can be flexible about the time spent and how often you volunteer so come and talk to us.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming a volunteer assistant and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

Contact Mary at recruitment@casws.org.uk for a volunteer application pack

To discuss the role in more detail, please contact Zoe Maltby at

zoe.maltby@casws.org.uk or on **01483 230859**