

Any questions?

How much time would I have to give?

Generalist Advisers are asked to give 15 hours a week during the initial training, and then 8-10 hours per week.

Reception and Administration volunteers are asked to give 4 hours a week.

Research and Campaigns volunteers are asked to give 4 hours per week.

We ask volunteers to commit to a minimum of one year.

What qualifications will I need to volunteer?

We don't look for formal educational qualifications for any of our voluntary roles. You'll need to be literate and numerate, and able to use a computer. Above all, you'll need to enjoy helping people and to be:

- Good at listening
- Able to work in a team
- Open-minded and non-judgmental.

Do you pay expenses?

We will pay reasonable travel expenses to and from our offices or other venues you attend as a necessary part of your volunteer role.

How old do I have to be to volunteer?

To volunteer for us you must be 16 or over.

How do I apply?

If you would like further information or an application pack please see our website: www.citizensadviceworcester.org.uk

or contact our Volunteer Operations and Training Manager

Email: volunteer@citaworcester.org.uk

Phone: 01905 744564 and ask for Colin

Or write to:

Volunteer Operations and Training Manager
Citizens Advice Worcester
The Hopmarket
The Foregate
Worcester
WR1 1DL

Citizens Advice is a charity. If you feel able to support us, please contact us.

citizensadviceworcester.org.uk



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Citizens Advice is an operating name of
The National Association of Citizens Advice Bureaux.
Registered charity number 279057.

Worcester CAB and WHABAC operates in Worcester as
Citizens Advice Worcester and in Herefordshire as
Citizens Advice Herefordshire.

Worcester Citizens Advice Bureau and WHABAC
Company Number: 6827297 | Charity Number: 1128497
Registered Office: The Hopmarket, The Foregate,
Worcester WR1 1DL
Authorised and regulated by the Financial Conduct
Authority FRN: 617804

Could you help people find a way forward with Citizens Advice Worcester?

Our highly trained volunteers are an essential part of our service. They come from all sorts of backgrounds and help with everything we do.

Could you join us?

**citizens
advice**

Worcester

Want to make a difference?

Citizens Advice Worcester is looking for new recruits to join our friendly team of volunteers.

Volunteering with us is varied, very rewarding and often challenging. We help people with everyday problems by giving free, confidential, impartial and independent advice and information, face-to-face, over the phone, by email and webchat.

Our clients tell us the work we do really does make a difference.

Advisers

Without our trained volunteer advisers, we could not continue to meet the demand for generalist advice. Advisers receive full training in the skills needed to help people deal with their problems and learn how to find the information the client needs from our extensive database.

As an adviser at Citizens Advice Worcester you would:

- interview clients, finding out the key points of their problems
- help them understand self-help information so they can act for themselves
- help them understand their rights and responsibilities, and what options they have
- help them make an informed choice of the best option for them
- help them stand up for their rights by writing to or negotiating with people like creditors, employers or service providers.

Research and Campaigns

By using evidence we get from our clients, you could help bring about changes in local policies and services that can benefit everyone — even those who have never used Citizens Advice before.

As a member of our Research and Campaigns team you would:

- complete and gather evidence forms which explain the detail of what our clients come to us about
- identify and raise relevant issues locally
- carry out research and write reports
- get involved in media campaigning
- work collaboratively with other local Citizens Advice centres and organisations.

Reception and Administration

Receptionists/Administrators are an integral part of the team, managing 'front-of-house' on the basis of information provided by the advice session supervisor.

As a receptionist/administrator you would:

- greet clients and other visitors
- ensure clients know what is happening and how long they have to wait
- explain the services available
- point out leaflets, lists and self-help materials
- maintain the reception area
- carry out general office administration
- enter information into computer systems.

Training

We provide full training and ongoing support and development for all our volunteers, so you don't need any particular qualifications or experience.

Whether you want to gain new skills, meet new people, give something back to your local community or just keep your brain active, we can offer the volunteering opportunity that's right for you!

Training takes place at our offices in the centre of Worcester.

