

Why volunteer?

Citizens Advice is a charity that helps people find their way forward. Last year we helped 2.55 million people with their problems. This year, we're on the front line of the cost-of-living crisis, and more people than ever need our support.

As a charity, we can't do what we do without our amazing volunteers. And they tell us it's hugely rewarding. You'll make a difference in your community, learn new skills, and meet people from a wide variety of backgrounds.

We're an inclusive and welcoming organisation and we're here for everyone. If you have 6 hours a week to give, we'd love to hear from you.

Some roles are office based, others can be undertaken remotely. Actual working times will be discussed with individual volunteers.

Citizens Advice helps people find a way forward.

We give free, confidential and independent advice to help people overcome their problems. We're a voice for people on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

If you're interested in volunteering, we'd love to tell you more.

Check our volunteer vacancies:
<https://citizensadvicehaverling.org.uk/volunteer/>



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Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux.
Registered charity number 1002593.

How can I help?

Volunteers are at the heart of our service



**citizens
advice**

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Giving advice and information

Many of our volunteers help people online, over the phone and face to face, to explore the issues that they need help with.

Some roles can support people to find this information themselves and take action, for example, to use a computer to manage their money, pay their council tax bill or find a rented property.

Other roles may involve helping clients with a specific issue, such as completing a benefits form, or switching energy provider. Many of our volunteers help clients with a range of issues, supporting them to weigh up their options and to take action. You might:

- help someone with debts work out a reasonable amount to pay back, and make a phone call to an organisation they owe money to
- explore what benefits someone is entitled to and help them to complete a benefit application form
- help someone understand their rights as a tenant in rented property

No prior experience in these areas is needed, as you'll receive full training.

Leading as a trustee

As a registered charity we have a board of trustees, who guide our strategy alongside our CEO. Our trustees make sure we:

- Stay focused on our objectives, like offering high quality advice services to our community
 - Comply with the law, including upkeep of premises, insurance, recruitment and equipment
 - Secure funding for current and future needs, and use all our funding responsibly
 - Are recognised and valued by local organisations, funders and people
- Trustees usually give around 8 hours a month to their role, including attending regular evening meetings. There are no set qualifications needed but sometimes we may be looking for specific skillsets, like legal or fundraising experience, to make sure our board is well balanced. We'll provide full training.

Research and campaigning

In this role, volunteers find out more about issues and then set up campaigns to bring about change. You might survey clients and then use the results to suggest policy changes. You might then write press releases, set up events, and raise awareness of the issue using social media.

Fundraising

We're a charity and rely on money from our local authority, businesses, charitable trusts and individuals. Volunteers may help organise events or other activities to raise money, create presentations and newsletter updates, and look for other innovative fundraising opportunities.

Admin, IT and Customer Support

Admin, IT and customer service volunteers contribute to our day to day delivery, making sure that everything runs smoothly. These roles may involve welcoming people face to face, setting up systems and solving technical issues, answering the phone, filing, sorting post, and typing up information.

Media

Some volunteers promote our work and raise our profile in the local community. You might arrange talks, events, social media plans and press releases, letting people know how to access our service and how to get involved in supporting us.