

Want to make a difference?

Train to become
a volunteer at
Ashfield Citizens Advice



Ashfield



Why should I volunteer?

Over half of the people who volunteer with us go on to full-time employment or education

Employers value the experience you gain volunteering at Citizens Advice. Our volunteers learn team working skills, interviewing skills and much more! These are skills that many employers are looking for.

Join a friendly and supportive team

We have volunteers from all walks of life. From students to retirees, returning parents to people looking for work. We offer a friendly and supportive environment for volunteers from all backgrounds.

Citizens Advice needs your help

People are struggling. Last year we helped over three and a half thousand clients deal with over ten thousand problems.

It is because of volunteers like you that these clients are able to find the help they need to solve their problems.

What can I do?

Digital Adviser Role

Our adviser's work remotely from home, to help people solve the problems they are facing.

When you join Citizens Advice, you will be invited to join our comprehensive, in-depth, online adviser training program.

As a volunteer adviser you will interview clients over the phone, via web chat and email and help them to negotiate with creditors or service providers, draft letters, make phone calls on their behalf and many more tasks.

The training

The training is all online and is completed remotely from home. It is comprehensive, in depth and rewarding.

We are looking for people with a friendly manner who are confident and comfortable with using IT.

You need no prior knowledge of law.

Your initial training will last between two to three months, and during this time you will study a wide range of subject areas, complete eLearning modules and study packs and attend Webinars and online training sessions.

Our advisers are continually learning, developing their skills, and expanding their knowledge. As laws and policies are continually changing, so our advice must too.

It is vitally important that you are dedicated, committed and reliable as much of the work you will undertake is essential to the smooth running of our client sessions, office and charity.

The commitment

As this is a very challenging role, to become a great Adviser, you will ideally be able to commit to two sessions a week, which is around five hours a week, for at least six months. We will support you and help you to gain confidence in the role, working with clients and the different enquiry areas we deal with, to ensure that you are ready to deliver the appropriate advice our clients need.

What can I do?

Research and Campaigns

Our campaigners work remotely from home, routinely collecting evidence from our clients that we can use to bring about real and meaningful changes to local and national policies and services.

We are looking for people interested in investigating the experiences of our clients. By talking to clients, and reading the case notes of advisers, you will investigate often shocking cases that we have helped people deal with.

For example, using evidence we collected, Citizens Advice successfully campaigned to redress the balance between tenants and landlords, by pushing for a change in law to combat 'revenge evictions.

The training

The training is all online and is completed remotely from home. The most important preparation for a role in Campaigning is to find out more about our service and issues facing our clients. Using your creativity, you can adapt the stories of those clients to write an effective piece to bring the issues to wider attention.

You will need to be confident and comfortable using IT. The training combines eLearning and online training sessions.

The commitment

To become a great Campaigner, you will need to commit to one session a week, for around four hours, for at least three months.

It is vitally important that you are dedicated and reliable as much of the work you will undertake is essential to the smooth running of our campaigns, office and charity.

What happens next?

The best way to learn more about what we do, and if it is right for you, is to arrange to speak with us.

Visit; www.ashfieldca.org.uk
Email; recruitment@ashfieldca.org.uk

Our office is located at Ashfield Health and Wellbeing Centre.
which is in Kirkby in Ashfield, near the council offices.

**To find out more visit
www.ashfieldca.org.uk**

Or contact us at:

recruitment@ashfieldca.org.uk



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