

Want to make a difference?

Train to become
a volunteer at
Citizens Advice Ashfield



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?

Adviser Role

Our advisers work out in the community, from our office, and occasionally from home.

Advisers help people solve the problems they are facing. When you join Citizens Advice, you will be invited to join our comprehensive, in-depth, 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 help them deal with a wide range of issues, including employment, benefits, debt and many more.

The training

The training is comprehensive, in depth and rewarding.

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

Our initial training will last between four to six months, and during this time you will study a wide range of subject areas, observe client interviews, attend in house workshops and assist our experienced advice volunteers.

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 committed, reliable and punctual as much of the work you will undertake is essential to the smooth running of our service

The commitment

As this is a very challenging role, to become a great Adviser, you will need to be able to commit to ideally two sessions, which is around ten hours a week, for at least six months.

During the training stage, you will work through study packs, complete eLearning modules, observe client interviews and attend workshops.

This will help you gain confidence in both the role and the different enquiry areas we deal with and ensure that you are ready to deliver the appropriate advice our clients need.

What can I do?

Research and Campaigns

Our campaigners routinely collect evidence 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 speaking to people, investigating the experiences of our clients, and researching issues arising from the findings.

Then, by using this evidence campaigning to raise awareness and bring about real change.

The training

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.

The training combines eLearning and 'on-the-job' training.

The commitment

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

It is vitally important that you are reliable and punctual as much of the work you will undertake is essential to the smooth running of our research and campaigns,

What happens next?

The best way to learn more about what we do, is to come and see for yourself!

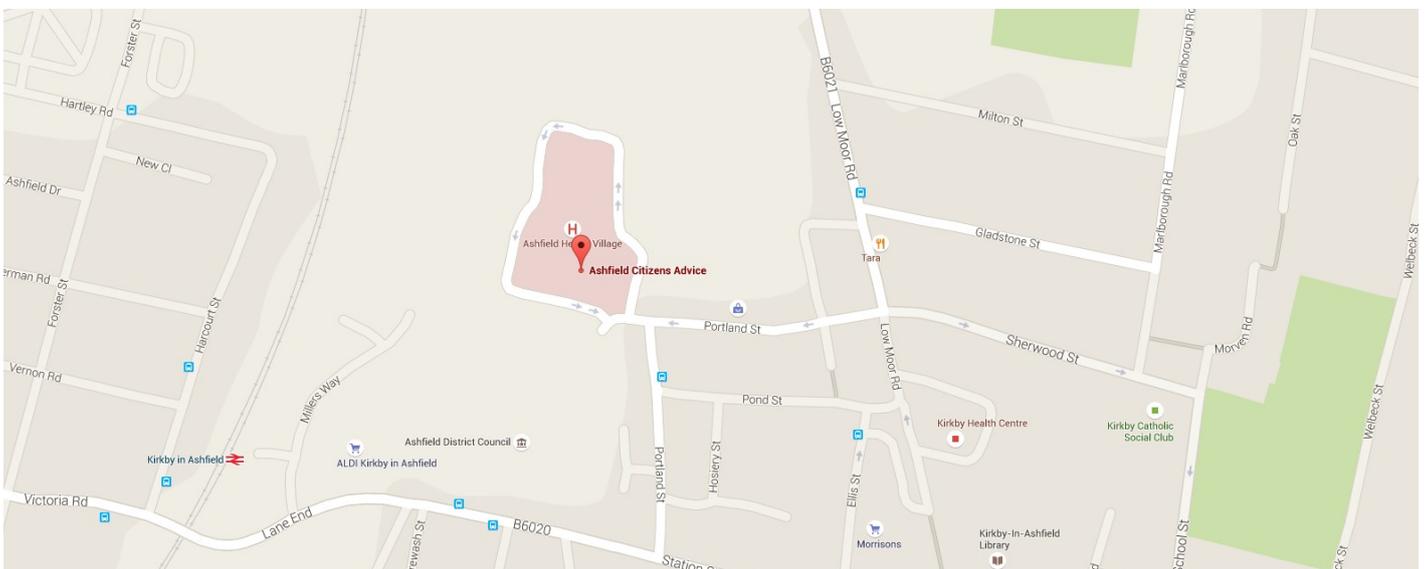
We run regular tours and open days where you can visit our offices, talk to our staff and volunteers, find out what's involved and ask any questions you might have.

To find out more, call **01623 784350**
visit www.ashfieldca.org.uk
email recruitment@ashfieldca.org.uk

How to find us

We're located at Ashfield Health and Wellbeing Centre which is in Kirkby in Ashfield, near the council offices.

You can find us on the map below.



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

Or email: recruitment@ashfieldca.org.uk



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