

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?

Assessor role

This role is the first step to becoming an adviser.

Our assessors help to establish how we can best help our clients.

As a volunteer assessor, as well as assessing clients, which will include using our debt and benefit online assessment tools, you will also be exploring client's issues, updating client case records and making appointments.

When you join Citizens Advice, you will be invited to join our comprehensive, and in depth training programme.

The training

The training is comprehensive, in depth and rewarding, you need no prior knowledge of law.

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

The initial training will last around four weeks and during this time you will complete our online Induction training module, to include, confidentiality, discrimination and Safeguarding.

You will then be trained in using our online debt and benefit assessment tools and given the underpinning knowledge to support you in using them.

Your training will also include, how to explore issues with our clients, case recording skills and having a chance to observe our full advice sessions.

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 client sessions, office and charity.

On successful completion of this training and after gaining valuable skills and experience in this role, you would then be able to progress onto the adviser training programme, should you wish.

The commitment

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

What can I do?

Adviser Role

Once you have completed our Assessor training and gained some valuable experience in the Assessor role, you are then able to progress onto the Adviser role.

Our adviser's help people solve the problems they face. When you join Citizens Advice, you will be invited to join our comprehensive, in-depth adviser training programme.

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

The training

The training is comprehensive, in depth and rewarding, you need no prior knowledge of law.

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 client sessions, office and charity.

The commitment

As this is a very challenging role, to become a great Adviser, you will need to be able to commit to at least two sessions a week, 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?

Support Volunteer Role

We need dedicated and reliable individuals to help support the smooth running of our service.

From welcoming our clients, following our reception processes, helping clients fill out forms, handing out leaflets, information and self-help materials.

To supporting our advisers and caseworkers by making appointments, contacting creditors and making calls to clients.

There is an opportunity to get involved and train in all aspects of our service, to suit you.

The training

Our staff and volunteers are always pleased to welcome new volunteers and to help you to settle in to your role and work through your training.

The training is comprehensive and combines eLearning, study packs, observing and 'on-the-job' training.

The commitment

To become a great support volunteer, you will need to be able to commit to one session a week, of around five hours, for at least six months.

It is vitally important that you are reliable and punctual as much of the work you will undertake is essential to supporting our clients, staff and other volunteers and the smooth running of our office and charity.

What can I do?

Research and Campaigns

Our campaigners routinely collect 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 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 campaigns, office and charity.

What happens next?

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

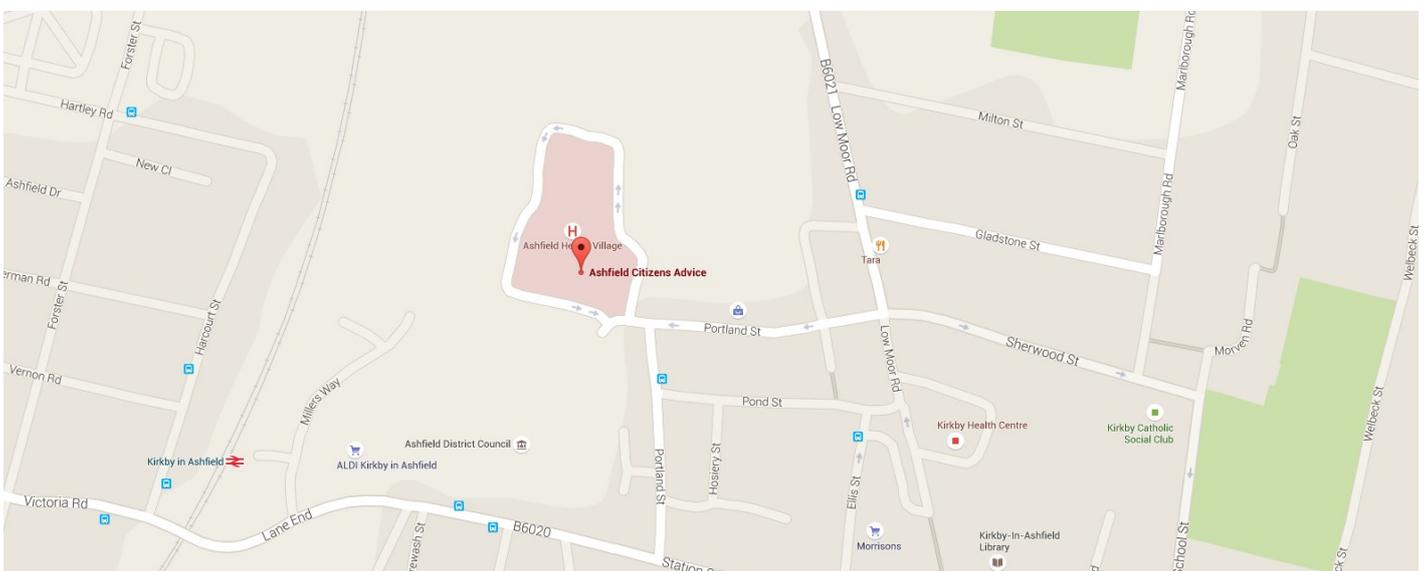
We run regular tours and open days where you can visit our offices, talk to our staff and volunteers, find out what's involved and ask any questions you might have.

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 contact us on:

01623 784350 or
recruitment@ashfieldca.org.uk



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