

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?

Adviser

Our advisers help people solve the problems they face.

When you join Citizens Advice, you will be invited to join our 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 and rewarding. You need no prior knowledge of law; we are looking for people with a friendly manner who are comfortable using IT.

To become an adviser, you will study a wide range of subject areas and observe and assist our experienced volunteers.

Although the initial training will last around three months, our advisers must keep their enthusiasm to learn and improve. As laws and policies change, our advice must too.

The commitment

This is a challenging role. To become a great Adviser, you will need to commit to ten hours a week for at least six months.

During the training stage, we'll run workshops to help you gain confidence in the role, and make sure that you're ready to deliver the advice our clients need.

What can I do?

Admin and Reception

From welcoming our clients, to pointing out leaflets and self-help materials, our receptionists are there to put a friendly and approachable face on our service.

We also need dedicated individuals to ensure the smooth running of our service. Admin volunteers manage files, type letters, arrange events and answer our emails and telephone calls.

The training

Our admin and reception teams are always pleased to welcome new volunteers and help you settle in to your role. The role is learnt mainly 'on-the-job'.

There's a steady change in our roles, as the way in which the service talks to clients changes. It's our job to make sure that everybody, regardless of any change, is confident completing the work they are assigned.

The commitment

To become a great Admin Assistant or Receptionist, you will need to commit to four hours a week for at least three months.

It's important that you're reliable and punctual as much of the work you will undertake is essential to the smooth running of our charity.

What can I do?

Campaigner

Our campaigners routinely collect evidence from clients that we can use to bring about real and meaningful changes to local and national policies and services.

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 get 'stuck-in' and learn how our service works.

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. Using your creativity, you can adapt the stories of those clients to write an effective piece to bring the case to wider attention.

The commitment

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

Last year...

We solved over **10,000** problems across the district.

Our volunteers helped deal with £4.7 million of debt.

We handled benefit enquiries worth a total of £1.2 million.

4 out of 5 volunteers used their experience with us to gain employment or

What happens next?

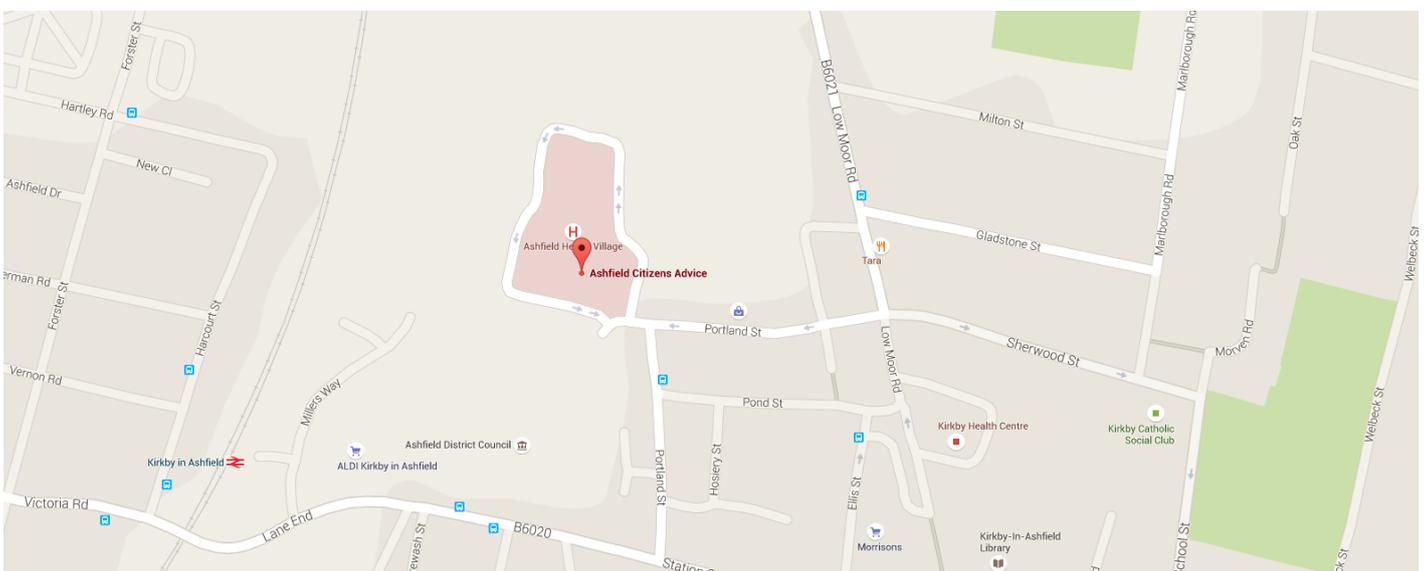
The best way to learn more about what we do,
is to come and see for yourself!

We run regular tours and open days where you can talk to our staff
and volunteers, and ask any questions you might have.

To find out more, call **01623 784350** or 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.



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

Or contact Chris on:

01623 784350 or
recruitment@ashfieldca.org.uk



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