

## *People volunteer for many reasons*

Everyone gets something different from volunteering - gaining skills for the future, getting back into the workplace, or staying active and engaged with your local community are just some of the reasons.

Volunteering with Citizens Advice also offers variety and satisfaction; being part of a diverse team with shared goals, a commitment to making a difference - and always learning.

## **What do volunteers do?**

Our volunteers deliver nearly all of our public facing services. Volunteer roles range from Reception, Triage, Digital and Telephone through to full Advice, Casework and Research and Campaigns – so from the quite simple to the very complex.

Volunteers work in teams, supported by experienced supervisors, with expert information, training and resources provided through our national systems.

## **What time commitment is required?**

We aim to be as flexible as we can to allow for outside commitments; most volunteers commit to a day a week – either a single day or separate sessions - with flexibility to allow for ongoing training and follow up work.

## *What training is provided?*

Our initial foundation training is for all roles. Further training is tailored to specific roles, guided by your Learning Supervisor, who will be your main point of contact, along with the wider team. A structured combination of self-study, observation, face to face training and online learning is used to complete each stage.

The programme can be condensed or extended to suit your commitments and availability.

## *What do we look for in volunteers?*

We do not ask for any formal qualifications, but we do look for:

- Commitment to the aims and principles of the Citizens Advice service
- Ability to interact with and respect others from all kinds of backgrounds
- Openness to new ideas and a willingness to learn

**We are particularly keen to recruit people with Nepali language skills**

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## *Projects and Outreach work*

In addition to our “core service” we have projects which address specific community and individual needs. We welcome volunteers with a particular interest in more focused project work, including:

**CLEAR (Community Learning Empowerment and Resilience) project** – community champions with Nepali language skills delivering financial capability information and training

**Mental Health advice and casework** – outreach at different locations for people with mental health needs

**PEBL** – Prospect Estate Big Local, financial inclusion work, to support people within that postcode area

**The Brain Tumour Charity** – telephone benefits surgery for people diagnosed with a brain tumour

**Could this be you?**





If you would like to know more about volunteering, or have an informal chat about what is involved, please contact us.



Call us on:

01252 333 618 or  
01252 513 051



You can drop into our offices in Aldershot or Farnborough.



You can also find more information about our service, and apply online at our website.

## Free, confidential advice, whoever you are ...

We help people overcome their problems and campaign on big issues when their voices need to be heard.

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

We're here for everyone.

Volunteers are at the heart of the Citizens Advice service, and we value them highly. We offer full training, pay travel expenses and cover car parking costs.

Citizens Advice is committed to equality; we value diversity and challenge discrimination.

We welcome volunteers from all backgrounds and ages (15 and over).

# Voluntary work at Citizens Advice



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