

**Citizens Advice Heathlands** provides specialist casework services for clients with severe and enduring mental health issues. It is funded by the NHS, who recognise the importance of providing help to those unable to access mainstream advice services.

Volunteers are part of a small, dedicated team based in Yateley, delivering in different locations to ensure access to the service. Full training, support and supervision is provided, and activities include:

- Providing advice and casework directly to clients, with a particular focus on Welfare Benefits, Housing and Money
- Working directly within mental health settings (hospital and community)
- Liaising with mental health professionals to ensure a shared understanding of a client's recovery and support
- Providing practical support such as preparing tribunal submissions, gathering medical evidence and advocating for clients by letter or phone
- Undertaking defined pieces of research to highlight the impact of public policy on people's mental health and to make recommendations for improvements or change

Through a comprehensive training programme volunteers at Heathlands will gain experience in the following areas:

1. Direct work with vulnerable clients, including interviewing and problem solving skills
2. Practical skills including use of an electronic case management system to a defined format
3. Working in an office environment in a team with shared responsibilities
4. Understanding health and wellbeing related outcomes, including impact and recording systems
5. Research methodology, using established systems within a nationally defined framework
6. Producing reports for future reference, relevant to mental health and practical impacts





**Come meet  
the team ...**



**Call us on:**

**01252 749 266**



**Write to us:**

**Royal Oak Close  
Yateley  
GU46 7UD**



**Or you can learn  
more & email via  
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.



**[citizensadvicerrushmoor.org.uk](http://citizensadvicerrushmoor.org.uk)**

Published June 2017

Citizens Advice Rushmoor is an operating name of Rushmoor Citizens Advice Bureaux. Charity registration number 1090669. Company limited by guarantee. Registered number 4354628 England. Registered office: Elles Hall, Meudon Avenue, Farnborough, Hants, GU14 7LE

# **Volunteer Opportunity Citizens Advice Heathlands**



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advice**

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