

What do volunteers do?

Citizens Advice Rushmoor relies on volunteers to deliver nearly all of our “front line” advice service to the public, through roles ranging from Receptionist, Administrator, Email Adviser, Telephone Adviser, Assessor, Adviser, Caseworker and Research & Campaign worker.

Work ranges from the quite simple to the very complex to meet client needs. Volunteers work in teams, supported and supervised by experienced colleagues and backed up by a wealth of information resources and specialist support.

What time commitment is required?

We ask for a minimum of 6 hours per week, but most volunteers give more, to allow time for ongoing training, follow up work, reading and case recording.

A single day may be preferred, or time can be spread over different “shifts”. We try to be as flexible as possible to allow for outside commitments.

A commitment to attend appropriate training events and staff meetings is required.

What training is provided?

Initial induction covers all roles, with further training organised into individual learning journals to support different roles and stages along our “volunteer career path”.

Training is a combination of self-study packs, e-learning, in-office support, tutorials, observations, skills practice and external taught courses.

Training is accredited to national standards, and certificates are awarded upon completion of learning journals. The programme can be condensed into a short time, or extended to suit external commitments – this can be agreed with your individual supervisor.

Opportunities to specialise and develop skills on more complex subjects is ongoing, including training to keep up to date with changing legislation, or gain more in-depth knowledge.

Citizens Advice work also offers opportunities for specialisation requiring more detailed knowledge of the law – especially in areas such as Benefits, Money Advice and Employment. Specialising can offer a higher degree of job satisfaction, as well as personal development.

What do you look for in volunteers?

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

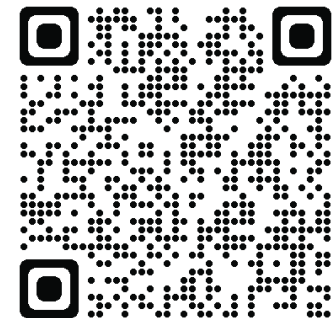
- Commitment to work within the aims, principles and equality policies of the service
- Ability to interact with and respect others
- Openness to new ideas and willingness to learn

Why do people volunteer?

Here are some comments from existing volunteers at Citizens Advice Rushmoor:

“Job satisfaction with training and support” “Brilliant team...” **“Helping make a difference to people’s lives”**
“Never boring or routine” **“Gaining confidence and new skills”**
“...stimulating and rewarding”
“Flexible so fits in around my family and home life” **“Satisfaction of keeping the brain active and helping others at the same time”**
“Valuable work experience”
“interesting, varied, challenging, satisfying” *“Working with people with common goals” “Interesting, rewarding and demanding”*
“Friendly, supportive team”

Follow the QR link below to watch a video from our volunteers on how working for Citizens Advice Rushmoor feels for them:





If you would like to know more about volunteering, we hold regular "Introduction to Volunteering" sessions which explain the work of Citizens Advice; together with the volunteering opportunities available and the associated training.



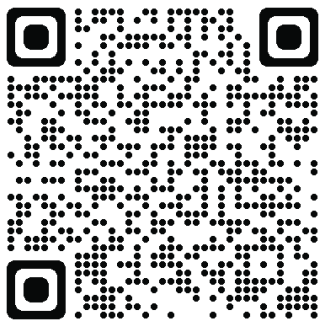
To find out when our next session will be held, or to have an informal chat before attending a session, please contact:

Karyle Davidge-Stringer

Tel: 01252 310 137



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



citizensadvicерushmoor.org.uk

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.

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), including those with language skills, such as Nepali.

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How can I help?

Volunteers are at the heart of our service

