

VOLUNTEERING

An exciting opportunity to join a local charity making a huge impact by improving the lives of people living and working in the Stroud and Cotswold Districts.

You will be part of a valued team and know that you are making a real difference in your community.

Social value of volunteers - our continual training and investment in our volunteers enables them to make a huge contribution to the Citizens Advice network. They are vital, allowing us to reach many more people than if we were purely staff-run. In turn, volunteers benefit from gaining new skills and personal development, better wellbeing and community engagement. These positive effects on individual's lives have additional value for society, through the advantages and savings associated with happier, healthier and more productive members of the community.

Social value to local communities - each local Citizens Advice plays an integral role within its local community. Our extensive and trusted insight enables us to understand, respond and adapt to local needs. We also share this information and initiate action, working with others to develop the partnerships and services that will make communities stronger. We are a local service, working with the local people, for the benefit of the community.

Benefits to our volunteers - one of our volunteers shares what she gains from volunteering:

I applied for the adviser programme at Citizens Advice as I was looking for a challenging, interesting way to become more aware of, and get more involved in, local community issues. There are opportunities to get involved in local campaign issues and also to specialise in areas which really interest you. I find working with clients really rewarding; to help someone move forward with a problem (or more often, problems) which has caused them stress and/or hardship can be challenging but often results in a client who can move on with their lives knowing that there is a path to help with their problem.

The volume of information provided in the training programme has been at times daunting but is an essential introduction to the variety of work undertaken by CA. Underpinning this formal training is the support provided by session supervisors. Training is also provided in soft skills such as interview and research capabilities so there really are personal development opportunities no

matter what your past professional experience. Having worked in a range of public and private sector organisations during my career, the CA adviser programme is one of the best training programmes I have come across. I trained with a really interesting, fun group of people.

In short, being a CA adviser is the challenging and rewarding role I was looking for.

Volunteering Opportunities

Diagnostic Advisers carry out initial assessments with clients when they first contact the helpline, identifying next steps, emergencies and deadlines with the support of the Advice Session Supervisor. They provide basic information and advice, signpost/refer to external organisations and book appointments with Generalist Advisers according to the nature of their enquiry.

We offer free, flexible training, which is a mixture of group sessions, self-guided learning and on the job training. This is an exciting and dynamic role that gives you the chance to develop the skills and knowledge required to empower clients to resolve problems.

We are looking for people who can spare a minimum of 8-10 hours per week for at least 2 years and who are looking for an opportunity to take up new challenges.

Receptionist - the first point of contact for clients calling the helpline. It is currently a remote home-based role. As we begin to move back to office-based work, it will become a dual role, working with clients in the reception area alongside answering the helpline. We provide full training for the role and there is a regular commitment of 4 hours per week.

Fundraisers

Citizens Advice Stroud & Cotswold Districts Ltd is a local charity. We have a dedicated team who help with fundraising in a variety of ways including organising fundraising events, creating materials such as newsletters which can be used to raise our profile, help to explore other ways of fundraising either for specific things, or for ongoing running costs of the local Citizens Advice

Do you love fundraising? If so, please get in touch.

To find out more about volunteering, please contact our training officer Susie at training@ca-scd.org.uk