



Volunteering to Support Clients at Citizens Advice Nottingham and District



What will you do?

- Learn about Citizens Advice and complete training to be able to assist clients on a variety of issues.
- Observe experienced advisers / assessors to learn how the advice process works.
- Talk to clients over the phone or face to face to explore what they need help with.
- Direct clients to the right information so that they can resolve their problem themselves.
- Find information about the clients' problems and help them to understand their options.
- Support clients to take action to resolve their problems. This might include writing letters, filling in forms, making phone calls, or referring the client to another organisation.
- Write a summary of the clients' problems and what action you've taken.
- Look out for problems that are common, or unfair so that Citizens Advice can highlight such issues.

Some examples of the support you may give to people:

- Explore a client's debt issues and refer them to a specialist adviser who can help negotiate repayments.
- Help clients to find the right information so that they can resolve a problem themselves.

- Explore what benefits a client is entitled to and advise on how to claim.
- Help a client to complete a benefit application form.
- Help a client who has problems with their landlord to understand their housing rights.



What's in it for you?

- Make a real difference to people's lives.
- Learn about a range of issues such as benefits, debt, employment and housing.
- Build on valuable skills such as communication, listening and problem solving.
- Become part of a friendly, supportive team and make new friends.
- Have a positive impact in your community.

Please note that we can also reimburse any travel expenses incurred while volunteering.



What do you need to have?

You don't need specific qualifications or skills, but you'll need to:

- be friendly and approachable.
- be non-judgmental and respect views, values and cultures that are different to your own.
- have good listening skills.
- be able to communicate well both verbally and in writing.
- have reasonable IT skills.
- be able to understand information and explain it to others.
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection.

- be willing to undertake training to increase your knowledge and skills.



How much time do you need to give?

Ideally, we ask for 7 hours per week, which can be over one day or spread over two days, for at least 12 months.



Valuing inclusion

Our volunteers come from a range of backgrounds, and we particularly welcome applications from racially minoritized people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in volunteering to support clients and would like to discuss any personal issues or support needs that you have, please contact us.



Contact details:

If you have any queries about this role, please email:
volunteer@citizensadvicenottingham.org.uk