Become a Citizens Advice volunteer

We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

Our national organisation and network of local independent charities help millions of people every year with free, practical advice. This means we really understand the issues affecting people in our society and advocate for changes to policies and practices that will improve lives.

We are supported by volunteers who are at the heart of the communities they serve.

If you want to help us shape a society where people face far fewer problems, this is the role for you.

Looking to make a difference in your local community?

Find out more about Citizens Advice and this volunteering opportunity at Citizens Advice Welwyn Hatfield, https://cawelhat.org.uk/

Information and Guidance Volunteer

Role purpose	Give information and guidance enabling clients to make informed decisions and access the most appropriate support to solve their problem.
What's in it for you?	• Make a real difference to people's lives • Gain new skills and knowledge, and build experience for employment

	• Use and develop existing skills to do something worthwhile • Improve your health, wellbeing, confidence and self-esteem • Meet new people from a range of backgrounds and ages • Get to know and give something back to the local community • Experience expert training and support and feel part of a team
What will you do?	Work with clients over the phone or face to face • to understand their needs. • Use Citizens Advice resources to provide clients **information** to help them understand their options. • Provide **guidance** on options available to help clients take action to solve their problems. • Identify and help clients who need emergency support, such as foodbank or energy vouchers. • Identify when a client needs advice and connect them to a generalist or specialist adviser. • Signpost to other services or organisations so that the client can connect to appropriate support. • Record the details of your client interactions in our digital system, detailing information shared and agreed actions. • Contribute to Citizens Advice **research and campaigns work** to benefit the wider community and shape a society where people face far fewer problems.
What's helpful for this role?	We are looking for volunteers who: • Are friendly, approachable and patient • Are non-judgmental and respect views, values and cultures that are different to their own

	• Have good verbal and written communication skills to effectively support people through challenging situations • Comfortable with the use of digital technology • Are willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection • Are willing to undertake training for the role
Time	We hope you can volunteer for 6 - 8 hours per week which can be done over one day between 9am to 5pm for a minimum of 6 months. We're ideally looking for volunteers who are available Tuesday, Wednesday or Thursday during training. No prior experience or knowledge is required as full training is provided for this role. The duration of training for this role is usually 6 weeks but we can tailor it to suit your experience and circumstances. The training is blended, includes shadowing and some can be done remotely. During your training period you will be supported by training leads, supervisors, other volunteers. We can be flexible so come and talk to us.
Location	You will be joining our team in the local office, Queensway House, Queensway, Hatfield, AL10 0LW. We'll reimburse travel expenses too.
Additional information	The minimum age for this role is 18 years. Citizens Advice is committed to safeguarding and promoting and the welfare of children, young people and vulnerable adults. All volunteers are expected to share this commitment. As part of our safer recruitment process, successful applicants will be asked to self-disclose criminal convictions.

	We also ask for ID and details of referees.

Valuing inclusion

Equity, Diversity and Inclusion (EDI) is really important to us and integral to all we do. We want to build diverse and inclusive teams, where everyone is welcome and everyone feels like they belong. To be the people's champion we must reflect the people we serve. We particularly welcome applications from people we would like to see better represented in our teams - people of colour, LGBTQ+ people and disabled people.

Get in touch

To apply please contact hr@whcab.org.uk or download the application form from our website, https://cawelhat.org.uk .

Next steps

Once you apply, we'll take a close look at your application and invite you to the office for an informal visit, to see the service in operation and to find out more.