

Training support volunteer

What will you do?

- complete an introduction to Citizens Advice and training for your role
- discuss your role with new volunteers and show them what you do
- support volunteer advisers and advisers to write up a summary of clients' problems and actions taken and proofread these notes
- identify areas where advisers or assessors may need more training and share this information with the relevant colleagues, such as the Training Supervisor
- help the Training Supervisor to deliver training, or mark the work of trainee assessors or advisers
- help volunteers to reflect on their experiences of volunteering and explore reasons for volunteers who leave

What's in it for you?

- have a positive impact on someone else's experience of volunteering with the local Citizens Advice
- meet people and build relationships with new volunteers
- build on valuable skills such as communication, feedback and training
- increase your employability
- work with a range of different people, independently and in a team.

And we'll reimburse expenses too.



What do you need to have?

You'll need to be competent as a volunteer who gives information or advice to clients and have recent experience and

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have excellent verbal and written communication skills
- have good IT skills
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



How much time do you need to give?

We can be flexible about the time spent and how often you volunteer so come and talk to us.



Valuing inclusion

Our volunteers come from a range of backgrounds, and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming a training support volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can



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