

Why you should join us

- 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 analysing
- increase your employability
- work with a range of different people, independently and in a team.
- have a positive impact in your community.
- And we'll reimburse expenses too.

Citizens Advice helps people find a way forward.

We give free, confidential and independent advice to help people overcome their problems.

We're a voice for people on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

If you're interested in volunteering, we'd love to tell you more.

Please complete the online application form at www.citizensadvice.org.uk/richmond/get-involved/volunteering/volunteer-assessor/

Or drop us an email at volunteering@citizensadvice.org.uk

volunteering@citizensadvice.org.uk
www.citizensadvice.org.uk/richmond

- 94-102 High Street Hampton Hill TW12 1N
- Sheen Lane Centre, Sheen Lane, East Sheen, SW14 8L

Registered charity number 1085878.

Volunteer With Citizens Advice Richmond

Make a difference for our community



What we do

Citizens Advice is a charity that helps people find their way forward. We offer confidential advice online, over the phone, and in person, for free. When we say we're for everyone, we mean it.

People rely on us because we're independent and totally impartial. As a charity, we can't do what we do without our amazing volunteers.

We're an inclusive and welcoming organisation and we're here for everyone. If you have 2 days a week to give, we'd love to hear from you.

Join us as Trainee Adviser

What Trainee Adviser will do:

- 2 days a week
- 16 weeks in house training, including face-to-face training, online training and shadowing experienced advisers.
- After certified as level 1 adviser, you'll be capable to talk to clients over the phone, face to face, or online to explore what problems they've come for help with
- find information about the clients' problems and help them to understand their options
- write a summary of the clients' problems and what action you've taken

Here are some of the types of advice we give:

- Benefits
- Debt and money
- Housing
- Work
- Energy issues
- Immigration
- Family

Olivia's Volunteering Experience with us

"I wanted to work for Citizens Advice Richmond because it offered me the chance to directly help the community I live in.

The recruitment process was reassuringly thorough and professional including a references and being interviewed by two members of the team that I would eventually be working with. Once approved, I began the Citizens Advice training programme with 10 other recruits, all like-minded individuals, but of varied ages, sexes and backgrounds. Over the weeks we were taught by friendly, approachable Citizens Advice experts on subjects as diverse as Benefits, Work, Debt and Money, Housing, Immigration and much more. The training was both desk-based and interactive, with as much support as needed. After which we began 'shadowing' experienced advisers allowing us a deeper understanding of the needs of people who seek our advice, and the personal and practical skills needed to help them. It also gave us the chance to meet the wider team and understand the workings of each Citizens Advice centre.

Now as an assessor I appreciate how important the in-depth and specialised training needed to be. Although daunting at first, I am gaining confidence in speaking to clients, knowing I have the skill set required to understand their problems and offer them the best advice, in the knowledge that there is always someone to ask and help me if I need it."

Olivia