

Volunteer Vacancies

the charity for
your community



"I am thinking about volunteering and the CAB appeals but I am not sure how to go about it or the skills needed to get involved. Where can I find out more?"

The Citizens Advice service is diverse with volunteers from all backgrounds, with all sorts of different skills and experiences. It has over 20,000 volunteers providing a variety of services. You can visit www.hillingdoncab.org.uk and look at the pages on volunteering, where you can download an application pack. Alternatively you can pick up an application pack at any of Hillingdon Citizens Advice office's open receptions.

There are many different volunteer roles available. All CAB Gateway Assessors and Advisers receive comprehensive free training so do not need any previous qualifications or experience. You will need to be reliable, open-minded, non-judgemental and able to listen, learn and work in a team. Advisers will need to train and achieve competence as a Gateway Assessor before being considered for Adviser training.

Volunteering opportunities aren't restricted to would-be advisers. There are also placements for trustees, information assistants, receptionists, benefit claim assistants, interpreters, publicity designers, researchers, IT support and volunteer administrators.

CAB volunteering can be challenging and immensely rewarding, and most volunteers report getting enormous satisfaction from the work they do, feeling they are able to make a real difference to people's lives. Below are some of the local opportunities.

Gateway Assessors

Conduct assessment interviews to determine client advice needs and refer them to the relevant source of advice, or supply relevant information using Citizens Advice [Adviceguide](#) website, leaflets and factsheets.

Skills needed: good verbal and written communication skills and IT literacy, time management, and the ability to understand complex issues.

Give 2 days a week, 6-7 hours per day for at least six months.

Get: satisfaction of resolving issues, empowering clients to deal with problems and customer service experience with the general public.

Benefit Claim Assistants

Assist clients with the completion of benefit claims and other forms, ensuring that they are legible and accurate.

Skills needed: good verbal and written communication skills. Sensitivity in asking questions about personal matters.

Give: 1 day per week, 6 hours per day for 6 months+.

Get: satisfaction of helping clients to maximize their income by obtaining their entitlements to welfare benefits.

Advisers

Provide high quality up-to date advice on rights and responsibilities concerning benefits, debt, housing, immigration, employment, consumer matters etc.

Skills needed: good verbal and written communication skills, time management, and the ability to understand and explain complex issues to a wide range of people.

Give: 2 days a week days, 6-7 hours per day minimum for at least a year.

Get: satisfaction of resolving issues and empowering clients to deal with problems.

The CAB is:

free,
confidential,
independent
and
impartial.

If you live in
Hillingdon you
can phone
0844 848 7903
for information,
advice and
open times.



Volunteer Vacancies



Receptionists

Act as a first point of contact for clients in order to make appointments and signpost to various sources of information and advice

Skills needed: good verbal communication skills and the ability to remain calm in a busy environment.

Give: 1 day per week, 7 hours per day for 6 months+

Get: the satisfaction of giving all clients a positive first contact with Citizens Advice.

Trustees

Support the development of the service by setting strategic direction, defining goals, monitoring for quality and accountability.

Skills needed: various (e.g. HR, finance, planning) and strategic awareness.

Give: approx. 3 hours every 2 months for meetings in the day or evening.

Get: the satisfaction of contributing to the future success and direction of the Advice Service and experience of governance.

Interpreting

Work with advisers in an interview environment translating accurately for clients

Skills needed: very good verbal communication skills in English and a second language, and an interpreting qualification.

Give: 2 hours or more per week as required

Get: the satisfaction of enabling clients to access the advice and information they need.

Publicity Design

Contribute ideas and design posters and leaflets etc using various IT software applications.

Skills needed: excellent IT skills, creative flair and awareness of the 'CAB brand'.

Give: 3 hours+ per week for an agreed period to work on a specific project.

Get: the satisfaction of helping to raise awareness of CAB services in Hillingdon.

Money Support Worker

Assist clients to enhance their financial and budgeting skills and to manage their debts.

Skills needed: good verbal and written communication skills and IT literacy, time management and attention to detail.

Give: 6 - 8 hours per week for at least 6 months +

Get: the satisfaction of assisting and empowering clients to manage their finances and minimise future indebtedness.

IT Support / Admin Staff

Support the CAB service by undertaking a variety of recurring and ad hoc admin tasks.

Skills needed: IT and attention to detail.

Give: 6 hours per week for 6 months+.

Get: experience of working in a modern office environment and the satisfaction of helping the CAB service to run efficiently.

Campaigning for change

Contribute to the Citizens Advice aim of influencing local and national policy and improving services by using information collated from the experiences of clients to campaign for change.

Skills needed: an understanding of policy issues, good analytical and communication skills.

Give: 6 - 7 hours per week for 6 months + or for a shorter period to work on a specific project.

Get: the satisfaction of influencing change to improve policies and working practices.