

Digital Media volunteer



What will you do?

- complete an introduction to Citizens Advice
- promote the Hillingdon Citizens Advice (HCA) service so that the people understand what HCA does and how they can get advice, become a volunteer or partner agency
- design leaflets and posters to promote the service, and update existing materials
- use social media, for example Twitter, to raise the profile of HCA
- help to share what HCA does with our stakeholders, local press or radio stations
- write for our website and produce a regular e-newsletter for our stakeholders/partners
- monitor and review our website critically to identify improvements
- talk to clients or volunteers about their experiences
- help arrange promotional talks or events to promote HCA as and when needed



What's in it for you?

- make a real difference to people's lives
- learn about the issues that affect our clients such as benefits, debt, housing etc.
- build on valuable skills such as communication, listening, marketing and advertising
- 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.



What do you need to have?

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

- be friendly, approachable and a confident communicator
- have excellent verbal and written communication skills for diverse audiences
- have good IT skills and knowledge
- have design skills including graphics and web content design
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be non-judgmental and respect views, values and cultures different to your own
- be willing to accept feedback and undertake training in your role



How much time do you need to give?

We estimate that 4-6 hours per week would be good however 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 media volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

Email: volunteer@hillingdoncab.org.uk

The application form is on our website.