

Volunteer Forward

Join an amazing team of people,
doing amazing things



Volunteer Forward

Citizens Advice Gateshead is a local charity that's striving towards a vision of a fair society for all, with lives well lived.

We support thousands of people who need free, impartial advice and information, and our work changes lives. Through our team of volunteers we can simply do so much more than we could ever achieve on our own, and much more is needed.

If you want to make a difference, volunteering with us can make a direct impact where it is needed most.

Why might volunteering suit you?



Develop valuable skills and experience

It can help you in your search for employment, now or later – **your volunteering chapter will carry forward.**

New friendships and a real sense of achievement might be what you are looking for?



Join amazing people, doing amazing things



Give something back

Use your time and skills now to make our society better in the future.

What do you get in return?

Only you know why you would volunteer ... but for a few hours each week you can achieve that, and so much more

How can you Volunteer Forward?

For a commitment of as little as 3 hours a week, you can make a real impact on the lives of people in our community.

Fundraising

As a local charity we rely on fundraising to do our work.



Research & Campaigns

Use your skills to investigate and report on issues facing local people.



Reception

Act as the friendly face of the charity to over 12,000 people each year.



Generalist Advice

Be trained to work as part of our local team, giving face-to-face advice.



Web Chat

Be trained to give advice to people who access our service digitally.



Marketing/Social Media

Become the voice of the charity by helping to build our online profile.



Telephone Advice

Be trained to help people when they need it the most.



Administration

Help out with the vital behind the scenes activities that drive our advice work.



Pro Bono Legal Advice

Donate your legal expertise to advise the decisions of our clients.



Maintenance/Gardening

Our building needs help to look great and our garden always needs some care.



Our vision

is for a fair society for all, with lives well lived

Our mission

is to mobilise knowledge so the system works, it works for everyone, and it powers the changes we need to be an equal and inclusive society

Our impact

in 2018/19 our committed staff and volunteers

- handled over 12,000 clients through reception
- engaged 585 clients in our discrimination service
- helped clients to gain £2m from welfare benefits advice
- helped 417 vulnerable clients through crisis
- gained £1m through money advice



"I cannot praise you enough for the volunteer opportunity you gave me and the training I received"

Volunteer Forward

EMAIL: volunteering@citizensadvicegateshead.org.uk

WEBSITE: www.citizensadvicegateshead.org.uk/volunteer



**citizens
advice**

Gateshead