

VOLUNTEER FORWARD

Join an amazing team of
people, doing amazing things

Thank you for expressing an interest to volunteer with Citizens Advice Gateshead. As a new volunteer you will receive an introduction to the charity and specific training for the role along with ongoing support throughout your time with us.

Could a volunteer role with our Generalist Advice team be for you?

The team's goal is to advise and support clients to take independent action.

What will you do?



- Talk to clients over the phone, face to face, or online to explore what problems they've come for help with
- Find out about the clients' problems and help them understand their options
- Support clients to take action to solve their problems

What's in it for you?



- Improve my employment prospects
- Give something back to the community and be part of something
- Improve personal skills & experience
- And we'll reimburse travel expenses incurred too, up to a max £6.30 per day.

What abilities do you need?



- Be friendly and approachable
- 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

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.

What are the next steps?



- If you are interested in becoming a generalist adviser volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please get in touch on volunteering@citizensadvicegateshead.org.uk.