

# 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 Team Support volunteer role be for you?

The goal is to contribute to the smooth running of advice services making a real difference to people's lives.

### What will you do?



- Support other functions behind the scenes that drive our advice work
- Talk to clients about their experiences and collate feedback
- Call clients to arrange appointments to get advice and explain what they'll need

### 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 team support 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](mailto:volunteering@citizensadvicegateshead.org.uk)