**Volunteer role description**

**Volunteer coordinator**



**What will you do?**

* complete an introduction to Citizens Advice and training for your role
* create leaflets and posters, or use existing materials, to promote volunteering opportunities
* talk to volunteers about their role and their experiences volunteering
* help staff and volunteers to arrange a talk or event to promote the local Citizens Advice to people at community events, colleges/universities, local companies, groups (disability, social, charity, religious), volunteering fairs etc.
* help staff and volunteers to attract volunteers from a range of backgrounds
* use local press, radio, social media, (e.g. Facebook and Twitter), local Citizens Advice website and newsletter to promote volunteering opportunities
* help staff to recruit new volunteers including replying to volunteer enquiries, contacting volunteers who have applied for a role, and arranging interviews with them
* help to identify which recruitment methods have been successful and consider reasons why
* help volunteers to reflect on their experiences of volunteering and explore reasons for volunteers who leave



**What’s in it for you?**

* make a real difference to people’s lives, including to people who go on to volunteer, and to clients who receive a service from volunteers
* learn about different volunteer roles and the experiences of volunteers
* build on valuable skills such as communication, listening, advertising and recruiting
* 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 and approachable
* be non-judgmental and respect views, values and cultures that are different to your own
* have excellent verbal and written communication skills
* have a positive attitude towards volunteering
* have good IT skills
* be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
* be willing to undertake training in your role



**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.

If you are interested in becoming a volunteer coordinator and would like to discuss flexibility around location, time, ‘what you will do’ and how we can support you please contact us.



**Contact details**

volunteers@citizensadviceredbridge.org.uk