

Become a Citizens Advice volunteer

We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

Our national organisation and network of local independent charities help millions of people every year with free, practical advice. This means we really understand the issues affecting people in our society and advocate for changes to policies and practices that will improve lives.

We are supported by volunteers who are at the heart of the communities they serve.

If you want to help us shape a society where people face far fewer problems, this is the role for you.

Looking to make a difference in your local community?

[Find out more about Citizens Advice](#) and this volunteering opportunity at [Citizens Advice Redbridge](#).

Advisor

Role purpose

Give free, confidential, independent and impartial advice, empowering clients to move forward towards solving their problems.

What's in it for you?

- Make a real difference to people's lives
- Gain new skills and knowledge, and build experience for employment
- Use and develop existing skills to do something worthwhile
- Improve your health, wellbeing, confidence and self-esteem

	• Meet new people from a range of backgrounds and ages • Get to know and give something back to the local community • Experience expert training and support and feel part of a team
What will you do?	• Work with clients on the telephone, via email or face to face to fully understand the details of their situation and identify priority needs • Use Citizens Advice resources to give tailored information and advice on a range of issues including debt, housing, welfare benefits, employment, immigration, consumer rights so clients understand their options. • Agree on the best next steps the client can take to move forward with their problem, and take action on their behalf if they need support. This may include drafting or writing letters, making phone calls, or referring the client to another organisation • Refer clients to specialist advice or external agencies where additional and/or specialist support is required. • Record the details of your client interactions in our digital system, detailing information shared and agreed actions. • Contribute to Citizens Advice research and campaigns work to benefit the wider community and shape a society where people face far fewer problems. Examples of what the role can involve: • Helping a client with debts to work out a reasonable amount to pay back, and making a phone call to an organisation they owe money to

	• Exploring what benefits a client is entitled to and helping them complete a benefit application form • Helping a client who has problems with their landlord to understand their housing rights
What's helpful for this role?	• We are looking for volunteers who: • Are friendly, approachable and patient • Are non-judgmental and respect views, values and cultures that are different to their own • Have good listening skills • Confident in understanding information and able to explain it clearly to others • Have good verbal and written communication skills [to effectively support people through challenging situations] • Confident in English language (verbal and written) to effectively support people through challenging situations • Comfortable with the use of digital technology • Good basic maths skills • Are willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection • Are willing to undertake training for the role

Time	We hope you can volunteer for a minimum of one full day a week in this role. This is usually done over a single day between 9am and 5pm. If you'd like to talk through how that pattern might work for you, you're welcome to get in touch. We can be flexible where needed, so please speak to us if you have questions about your availability. No prior experience or knowledge is required as full training is provided for this role. The duration of training for this role is usually one day per week for twelve weeks but can be tailored to suit your circumstances. The training is predominantly online and remote. During your training period you will be supported by an experienced team.
Location	You will be joining our team: from home, local office, or outreach location. We reimburse reasonable, pre-agreed out-of-pocket expenses, including travel for onsite roles and required travel for meetings, training or site visits.
Additional information	The minimum age for this role is 16. Citizens Advice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All volunteers are expected to share this commitment. As part of our safer recruitment process, successful applicants will be asked to self-disclose criminal convictions. We also ask for ID and details of referees. If you'd like to talk through any of the checks before applying, please get in touch.



Valuing inclusion

Equity, Diversity and Inclusion (EDI) is really important to us and integral to all we do. We want to build diverse and inclusive teams, where everyone is welcome and everyone feels like they belong. To be the people's champion we must reflect the people we serve. We particularly welcome applications from people we would like to see better represented in our teams - people of colour, LGBTQ+ people and disabled people.



Get in touch

If you'd like to speak to someone about this role, please contact the recruitment team: volunteering@citizensadviceredbridge.org.uk

To apply, complete our volunteer application form on our website [here](#).



Next steps

Once you've applied, we'll take a close look at your application and get in touch. If we can move your application forward we will invite you to attend an induction meeting.