

Volunteer Recruitment and Support



What will you do?

- respond to initial expressions of interest from potential volunteers.
- answer initial enquiries
- Invite potential volunteers to an initial 'find out more' meeting Attend the meeting to take note of any unanswered questions.
- issue and follow up on application forms
- obtain necessary references in a timely manner.
- issue appropriate documentation to new volunteers. File copies of signed documents in volunteers folder.

Some examples of what you could do:

- Signpost volunteers to information on the roles available.
- support new volunteers through training appropriate for their role
- liaise with volunteers by phone or email on any issue they have.



What's in it for you?

- make a real difference to people's lives
- learn about a range of HR processes and procedures.
- build on valuable admin skills using google workplace
- build your communication skills liaising with a wide range of volunteers.
- 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 good listening skills
- have excellent verbal and written communication skills
- have good maths and IT skills
- be able to understand information and explain it to others
- 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?

Ideally we ask for 8 hours per week, which can be over one day or spread over two days, for at least 9 months.

We can be flexible 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 an adviser and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

volunteering@citizensadviceredbridge.org.uk