

Any questions?

How much time would I have to give?

- **Generalist Advisers** and **Telephone Assessors** are asked to give 15 hours a week during the initial training, and then 10-12 hours per week for at least two years.
- **Reception** volunteers are asked to give four hours a week for at least one year
- **Research and Campaigns** volunteers are asked to give four hours per week for at least one year

What qualifications will I need to volunteer?

We don't look for formal educational qualifications for any of our voluntary roles. You'll need to be literate and numerate, and able to use a keyboard and a mouse. Above all, you'll need to enjoy helping people and to be:

- Good at listening
- Able to work in a team
- Open-minded and non-judgmental.

Do you pay expenses?

We will pay reasonable travel expenses to and from the organisation or other venues you attend as a necessary part of your volunteer role.

How old do I have to have to be to volunteer?

To volunteer for us you must be 16 or over.

We are here:



How do I apply?

If you would like further information or an application pack please fill in our online application form at www.cabwhabac.org.uk or contact our Volunteer Operations and Training Manager —

email: colin.stuart@cabwhabac.org.uk

Or write to:
Volunteer Operations and Training Manager,
Worcester CAB & WHABAC,
The Hopmarket, The Foregate,
Worcester WR1 1DL



Volunteering with Worcester Citizens Advice Bureau & WHABAC



Our highly trained volunteers are an essential part of our service. They come from all sorts of backgrounds and help with everything we do.

Could you join them?

Want to make a difference?

Worcester Citizens Advice Bureau & WHABAC is looking for new recruits to join our friendly team of volunteers.

Volunteering with us is challenging, varied and often very rewarding. We help people with everyday problems by giving free advice and information, face-to-face, over the phone, by email and webchat. Our clients tell us the work we do really does make a difference.

Advisers

Without our trained volunteer advisers we could not continue to meet the demand for generalist advice. Advisers receive full training in the skills needed to help people deal with their problems and learn how to find the information the client needs from our extensive database. As an adviser at Worcester CAB & WHABAC you would:

- interview clients, finding out the key points of their problems
- help them understand self-help information so they can act for themselves
- help them understand their rights and responsibilities, and what options they have
- help them make an informed choice of the best option for them
- help them stand up for their rights by writing to or negotiating with people like creditors, employers or service providers.

Research and Campaigns

By using evidence that we get from our clients, you could help bring about changes in local policies and services that can benefit everyone—even those who have never used Citizens Advice before. As a member of our Research and Campaigns team you would:

- complete and gather evidence forms which explain the detail of what our clients come to us about
- identify and raise relevant issues locally
- carry out research and write reports
- get involved in media campaigning
- work with other local Citizens Advice centres and organisations.

Telephone Assessors

A telephone assessor is a diverse role and you will not be expected to know it all! We provide our telephone assessors with training, which will help you develop the skills you need to deliver an excellent level of service to clients. As a telephone assessor you would:

- be the first point of contact for Citizens Advice clients when they call our Adviceline service
- deal with a wide range of problems and issues our clients face
- support the general public across all ages and backgrounds
- give information from our Citizens Advice online information system and other sources to our clients
- refer clients for more specialist advice where needed
- keep records of all our clients' cases on our database
- help prevent future problems by identifying issues that affect a lot of our clients.

Receptionists

Receptionists are an integral part of the team, managing 'front-of-house' on the basis of information provided by the advice session supervisor. As a receptionist you would:

- greet clients and other visitors
- answer the phone
- ensure clients know what is happening and how long they have to wait
- explain the services available
- point out leaflets, lists and self-help materials
- monitor client numbers and waiting times
- maintain the reception area
- enter information into computer systems.

We provide full training and ongoing support and development for all our volunteers, so you don't need any particular qualifications or experience. So whether you want to gain new skills, meet new people, give something back to your local community or just keep your brain active, we can offer the volunteering opportunity that's right for you!

Want to become a volunteer?

Citizens Advice is a charity. If you feel able to support us, please let one of our volunteers know.



Company no: 6827297
Registered charity no: 1128497

Registered office:
The Hopmarket, The Foregate,
Worcester WR1 1DL