



**East Dorset
& Purbeck**

Citizens Advice Champion Volunteer



What will you do?

- complete an introduction to Citizens Advice and training for your role
- attend awareness and community events at various locations across the county
- talk to the public about the Citizens Advice service and how we can help
- recognise policy issues and raise awareness of the Citizens Advice campaigning work
- scams awareness
- you will not be required to give advice or write casenotes or reports



What's in it for you?

- help make a real difference to people's lives
- build on valuable skills such as communication and listening
- expand your CV and 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 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 and verbal communication 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?

You will need around 3 hours for training. Event times are flexible and may include weekends or evenings.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical, cognitive or mental health conditions, carers, LGBTQ+ and non-binary people, and people from the global majority.

If you are interested in joining us please contact our Quality and Training Manager below for more information or an application form.

✉ Contact

Email in the first instance to mandi.douglas@edpcitizensadvice.org.uk