



**East Dorset  
& Purbeck**

# Information Assistant Volunteer



## What will you do?

- complete an introduction to Citizens Advice and training for your role
- support clients face to face to access information from our own and other reputable websites
- refer clients to an adviser when appropriate for more detailed information
- volunteer at one of our offices in Wareham or Wimborne or at an outreach location
- 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, listening and IT
- 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
- 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 ask for a minimum of 3 hours per week. You may also need extra time for ongoing training.



## 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](mailto:mandi.douglas@edpcitizensadvice.org.uk)