



Student Placement

(30 weeks)



What might you do?

- engage with clients over the phone, in person and by email to explore their problems
- research information about the issues and help clients to understand their options
- negotiate with third parties
- complete casenotes
- take an active part in our Research and Campaigns work by looking out for problems' that are common and unfair, and help influence policy locally and nationally
- help clients from our offices in Wareham or Wimborne or from an outreach location
- travel to various locations around Dorset to promote the service and provide information to the public at events
- be a part of our equality and diversity work
- engage with local media services
- update our social media channels



What's in it for you?

- an introduction to Citizens Advice and training for your role
- make a real difference to the lives of people in your community
- learn about a range of legal issues within benefits, debt, employment, housing, family, immigration and consumer.
- build on valuable skills such as communication, listening and analysing

- increase your employability
- work with a range of different people, independently and in a team
- access to further training on a wide range of topics



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 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



How much time do you need to give?

- You will volunteer for 30 hours a week for 30 weeks as a qualifying placement. Of course you are welcome to stay with us longer if you would like.



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.

✉ Contact details

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