

**citizens  
advice**

## Ashfield Citizen Research and Campaigns– Volunteer

Want to make a difference?

Citizen Advice needs you, becoming a volunteer would mean you would be helping clients find the help they need to solve their problems. Citizens Advice have volunteers from all walks of life, from students to retirees, returning parents to people looking for work. They offer a friendly and supportive environment for volunteers from all backgrounds and volunteering could lead to full-time employment or education.



Employers value the experience you will gain volunteering as you will learn team working and interviewing skills and much more.

Citizens Advice are looking for someone who is interested in investigating the experiences of their clients

## Who?

Citizen Advice is a company that gives advice on consumer rights, support witnesses in courts and give pension guidance to people over 50. they help millions every year as they are independent and totally impartial. Email: [recruitment@ashfieldca.org.uk](mailto:recruitment@ashfieldca.org.uk) or see their website: [ashfieldca.org.uk](http://ashfieldca.org.uk).

## Where?

Their advisers work with clients in the office, remotely from home and in person at outreach venues. The training will mainly be online, the training will last about four months and some can be completed remotely .

Their office is located at Ashfield Health and Wellbeing Centre, Kirkby in Ashfield, Notts NG17 1AE. However they run outreach sessions at a variety of locations across the Ashfield District.

## Good To Know

As this is a very challenging role to become a great adviser, you will ideally be able to commit to two sessions a week, which is around eight hours a week. As a volunteer adviser you will be interviewing clients over the phone, Web chat, in person and by email to help them negotiate with creditors or service providers. Draft letters and make phone calls on their behalf and many more tasks.