



What do our volunteers do?

Advisers

Being an adviser is a very varied role. As an adviser you will:

- Interview clients over the phone and at appointments in our main office
- Give information from the Citizens Advice database and other sources
- Give advice in explaining the options and consequences the client faces
- Give practical help by writing letters, making phone calls, completing forms,
- Perform calculations for clients such as Quick Benefits Calculations
- Refer clients to other agencies if they are better placed to help
- Keep records of all clients' cases
- Prevent future problems by identifying issues that affect a lot of clients

You don't need any particular qualifications or experience to train as an adviser. All sorts of people are CA advisers. You need to:

- Be good at listening
- Be able to work in a team
- Be able to read and write English, and do basic maths
- Be open-minded and non-judgmental
- Enjoy helping people

Support every step of the way

Advisers don't need to know it all! We provide all trainee advisers with a comprehensive accredited training programme that will give you the skills you need to deliver a high quality service to clients using our up-to-the-minute advice database.

You won't be left alone after you are trained. There will always be a supervisor or a more experienced adviser, who will give you support, advice and guidance. All advisers are insured by Citizens Advice in case mistakes are made.

Once you have qualified as a Generalist Adviser, you will have the opportunity to develop further skills and increase the depth and breadth of your knowledge.



Why volunteer for us?

All sorts of people volunteer for many different reasons, but one thing that unites them all is that they find it challenging, rewarding and varied.

Volunteering provides an opportunity to learn new skills and to develop existing ones:

Citizens Advice Adviser training is respected and valued throughout the advice sector and can be accredited by the Open College Network.

Each role will enable you to develop specific expertise. For example, as an administrator, you might improve your IT and organisational skills. Research and Campaigns work is vital to improve the policies and practices that affect people's lives.

In any role, you will develop your skills in a number of valuable areas, like communication and dealing with the public, as well as increasing your self-confidence through practical hands-on experience.

There are opportunities for everyone to develop – you never stop learning!

It's also a chance to put the skills and experience you have to good use helping others. We welcome people of all ages and backgrounds.

For many people, the best thing about volunteering for us is getting to meet a wide range of people and making new friends. There is a real team spirit at Maidstone Citizens Advice, and we provide a supportive environment to make sure that you get the most out of your time with us.

We'll do our best to find a role for you that fits in with your interests, and we'll be as flexible as possible in enabling you to volunteer at the times that suit you best.

Above all, it's a chance to make a real difference. By volunteering for Maidstone Citizens Advice you'll be playing an active part in improving the lives of many people and influencing the development of national and local policies and services.

And you won't be out of pocket – the office will cover the majority of travel costs incurred by volunteering.

We ask all our volunteer advisers to work here in Maidstone with us, so that you benefit from personal supervision and working within a team of friendly, committed, volunteers from wide-ranging and diverse backgrounds.

Maidstone Citizens Advice is committed to equal opportunities for everyone. We actively welcome volunteers of all ages from a wide range of different backgrounds.