

**Young Citizens Advice Project Outreach Support - Volunteer Role**

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| **Job title:** | **Outreach Support Volunteer** |
| **Managed by:** | Youth Services Manager  |
| **Salary:** | Volunteer/Expenses paid |
| **Hours of work:** | Flexible 3-6 hours would be ideal |
| **Location:** | Walton on Thames |
| **Main Duties and responsibilities:**  | * Support Young Citizens Advice outreach sessions in community settings.
* Explain the Citizens Advice services and the process for accessing advice.
* Help and assist clients understand and complete the initial enquiry form.
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| **Training and Development:** | * Citizens Advice Training Modules
* Introduction to the CAEW website and social media accounts.
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| **How to Apply**  | If you are interested in this voluntary role, please submit your expression of interest using this **online form** and we will be in touch. |



**Citizens Advice Elmbridge (West)**

Our office is a welcoming and friendly environment which helps over 3000 people every year with issues regarding housing, debts, benefits and employment. We are an expanding local charity with 14 staff members working alongside approximately 40 volunteers, providing advice across Walton on Thames, Weybridge and Hersham in Surrey.

This is an exciting voluntary opportunity to join our growing team.

**We are seeking someone who is:**

* Developed personal skills – being friendly, approachable, good listener, non-judgmental and a team player.
* Strong IT skills – proficient in Microsoft 365, Word, Excel and PowerPoint.
* Self-motivated and proactive.

**What we give our staff and volunteers:**

* Fantastic opportunity to launch and develop careers providing experience in the voluntary sector.
* Excellent training opportunities and chance to develop transferable skills.
* Experience in an organisation which is committed to its employees and volunteers, valuing their knowledge, well-being, creativity and flexibility.
* A chance to work with amazing people within a nationally recognised charity.
* Work experience to add to future CVs and applications.