



# size matters

join the world's largest advice network



# what we do

Every Citizens Advice Bureau provides advice to anybody about virtually anything including debt, rights, employment, benefits, housing/homelessness. Our services are free, confidential and totally independent, which means we always put our clients' needs first.

Because of the number of clients we have, we get to know what people are having problems with; so as well as giving advice, we campaign to try to get things changed for the better for everyone – even those who never use a CAB.

# who volunteers?

Just as people need us for help and advice; we need the energy, ideas and skills of young people just like you, to help us.





Eight out of ten people who work in Citizens Advice Bureaux are volunteers, of all ages and from all backgrounds, so it's important that you are open-minded and able to work in a diverse team.

## what could I do?

What you do depends on what time you've got to spare, the skills you've already got and what you want to learn.

### become an adviser

- All bureaux rely on volunteer advisers. Don't worry if you don't think you've got the right skills or qualifications. You'll get free training and a certificate in generalist advice work, equivalent to NVQ level 3.
- You do need to be interested in people, a good listener, OK with reading and writing English and basic Maths and have enough time to spare.



## other opportunities

If training as an adviser is not for you, there are also lots of other 'behind the scenes' opportunities\* which are just as important.

- Administration
- IT support and web design
- Trustee Board members
- PR and fundraising
- Reception
- Interpreting for clients who are unable to understand English
- Campaigning
- Volunteer recruitment and support

*\* not all roles are available in every bureau*



## what do I need?

The experience you need to volunteer will vary between bureaux. Some will have people who can train you, but others will need you to have the relevant skills already. The amount of time you give depends on the bureau, what you'll be doing and your availability.



"I was doing A-levels, had Fridays off, and wanted something to get me out of bed! My local CAB was

looking for help with their computers. I was worried that without computing qualifications they would think I wasn't capable, but they saw I had loads of experience.

Being a CAB volunteer has given me the chance to see how a small active business runs and to experience working in a team in an office. I would definitely recommend it."

**Andrew, IT support**



## what's in it for me?

As well as making a difference to other people's lives, CAB volunteering will make a big difference to your life too.

- It will look great on your CV and give you that extra something to talk about when you go for job interviews.
- Employers know that CAB volunteers are people with experience, motivation, dedication and the ability to work hard.
- Many of our volunteers have got paid jobs after volunteering with us.
- You'll get to work with a real mix of clients, volunteers and staff so your communication skills and confidence will get a real boost.
- You'll get full support, free training, and your expenses paid, so you are never out of pocket.

“Within a year of becoming a volunteer adviser at my local CAB, I was employed as a full-time paid Youth Advice Worker. This is my first job in a long time, and I know I wouldn’t have had this opportunity without volunteering at the CAB.”

**Amanda – adviser**

## out of work, working part-time or unable to work?

- If you’re not working full-time, your local CAB would love to hear from you.
- If you want to get back in to work, CAB volunteering will definitely give you the much needed experience that employers want to see.
- Some bureaux offer places under the New Deal for under 25’s. If you’ve been signing on for more than six months and want to know more, speak to your job centre.

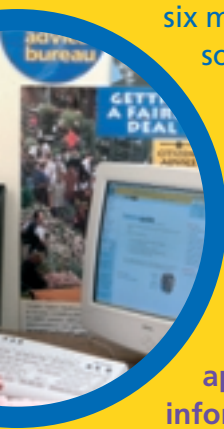


# receiving benefits?

Don't worry about your benefits – volunteering is unlikely to affect them. But let your benefits office know first, to make sure.

# studying?

- If you are studying, volunteering with the CAB will give you proper hands on experience for your CV.
- Students of administration, social sciences, social policy, politics, community studies, IT, housing, business studies, information management, media and law will all find CAB volunteering really useful.
- Law students who train as CAB advisers can get up to six months off their solicitor training contracts.



**“I wanted to get more experience of admin work and help the community at the same time. I meet clients in reception, book appointments, give out information, type letters and generally help the advisers. I've had so much help and support; gained lots of experience and confidence and learned more about my local community.”**

**Jagdev – administration and reception**



## seeking asylum?

If you are seeking asylum, you can't do paid work, but you can volunteer with your local CAB.

## get an MV on your CV

If you are 16–24, you could also gain a Millennium Volunteer (MV) Award of Excellence for volunteering with us. This scheme is already running in 66 bureaux.

To find out more about volunteering with your local CAB call **08451 264 264** (calls charged at local rate, Mon–Fri 9–5) or go to [www.citizensadvice.org.uk/join-us](http://www.citizensadvice.org.uk/join-us)



**citizens  
advice  
bureau**

For CAB information and advice go to [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

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