Volunteer information pack

Thanks for your interest in finding out more about Citizens Advice North Lincolnshire and volunteering with us.

This pack will give you more information about the lived experience involvement volunteer role and and how to apply to volunteer with us.

If you have any questions or need this pack in another format please email Communitynetwork@citizensadvicenlincs.org.uk



citizens advice North Lincolnshire

What does Citizens Advice do?



Citizens Advice gives independent, impartial, free and confidential information and advice to **help people overcome the problems they face,** such as benefits, debt, employment, housing, relationships and immigration.



We use our knowledge about our clients' problems to identify trends and campaign to **improve the policies and practices** that affect people's' lives.



We don't just give advice. At Citizens Advice North Lincolnshire we also deliver a number of community based **health and wellbeing interventions** such as **Community Networkers**, Early Intervention and Social Prescribing.



The Citizens Advice service has **21,300 trained volunteers** and 7,000 paid staff in around 280 local Citizens Advice across England and Wales who provide services to over 2.6 million people a year in over 2,500 locations.

Why volunteer?

Our volunteers come from a range of backgrounds and communities and volunteer with us for a range reasons, including to:

- make a **positive impact on people's lives,**
- gain **new skills and knowledge** and build **experience** for employment
- use and develop **existing skills** in varied and rewarding roles
- improve **health, wellbeing, confidence and self-esteem**
- meet **new people** from a range of backgrounds and ages, and **make friends**
- get to know the local community and **give something back**
- experience **good training** and **support** and to feel part of a **team**

We reimburse travel expenses so you won't be out of pocket from volunteering.

Community Networker

You don’t need any specific qualifications or experience.



You’ll need to be friendly and approachable and have a respect for views, values and cultures that are different to your own.



You’ll have basic IT skills, be a good listener, or have good written skills.



You’ll receive an introduction to the service and training for your role, as well as support and supervision from our supervisors during your time volunteering with us, and opportunities for development.



As part of the recruitment process, you’ll need to complete an **Enhanced DBS and Barred List check** before starting your role.

How to get involved:

- ➔ Complete an Expression of Interest Form

- ➔ We'll invite you for an informal interview to discuss the role.

  This is nothing to worry about, it's a chance for you to find out more about the role, and Citizens Advice North Lincolnshire and the Community Network service and decide if you'd like to volunteer with us.

  It's also a chance for us to find out more about you and to see if the role you're interested in is a good fit for you.

- ➔ Complete a couple of activities to help ensure that the role is a good match for you.

Inclusive volunteering

- Citizens Advice believes that the skills, experience and satisfaction that come from **volunteering should be available to everyone.**
- We have a diverse workforce and **we actively encourage applications for volunteer roles from all parts of the community,** including Black Asian Minority Ethnic (BAME) volunteers, disabled volunteers, volunteers with physical and mental health conditions, LGBT+ and non-binary volunteers.
- Citizens Advice has 4 network groups: 1) BAME, 2) Disability, 3) Lesbian Gay and Bisexual, and 4) Trans & Non-Binary, who raise awareness and promote inclusivity within Citizens Advice. The network groups also provide an opportunity to talk and support each other in a confidential environment.
- We encourage **inclusive volunteering** by focusing on matching volunteer roles available with your qualities, skills and interests. **We challenge discrimination, promote equality and value diversity.**

For more information see our What you can expect from Citizens Advice (see bottom of the page) and the Citizens Advice equality and diversity policy.

Disabled volunteers

We want to make sure that you don't feel that your health condition or impairment is a barrier to volunteering with us.

We actively welcome disabled volunteers and volunteers with long term health conditions, including mental health conditions.

Talk to us at any stage of the recruitment process about what support or equipment would enable you to volunteer with us, including physical requirements, time commitment or role flexibility.

Visit the national Citizens Advice website to find out about the experiences of some our disabled volunteers

Community Networker

Your role is to provide short-term, practical and emotional support to local clients experiencing temporary challenges in their lives such as:

- Bereavement
- Recovery from ill health/Illness
- Reduced mobility
- Social Isolation, and much more

By offering time, empathy, and encouragement, Networkers help people regain confidence, reconnect with their community, and manage daily life.

More information about the role is set out in the Volunteer Role Description.

Time commitment: We can be flexible about the time spent and how often you volunteer so come and talk to us.

"I choose when and how I volunteer – it's flexible and fits around my life."

"I feel good knowing I've helped someone regain their independence."

"I don't need care experience – just empathy and a willingness to learn."

"I'm proud to be part of something that keeps people safe, well, and connected."

What's in it for you?

- Builds your confidence and skills.
- Chance to make a real difference.
- Opportunities to meet people.
- Great for your CV
- Higher quality services
- Full training given

People with convictions and criminal records

Citizens Advice have a policy to ensure that people with convictions and criminal records are treated fairly.

Having a criminal record is not in itself a barrier, and we will only take relevant convictions or sexual offences into account. We consider each offence individually, looking at issues like risk to the client, how long ago it took place, the circumstances and whether they are relevant to the volunteer role. Some roles may require DBS checks.

Anyone with a caution or conviction for a sexual offence against a child or vulnerable adult is considered unsuitable to volunteer.

We will ask about unspent convictions as part of the application process. If you're concerned or would like to discuss your individual circumstances further, please contact Donna and Lauren via communitynetwork@citizensadvicenlincs.org.uk

Expenses

Expenses are paid for volunteers travel to and from the Ironstone Centre on the day the volunteering takes place, and for any training courses. This also includes parking in the town centre.

All actual out-of-pocket expenses will be reimbursed so volunteering with us will not leave you out of pocket.

Will volunteering affect my benefits?

Volunteers who receive benefits, including means-tested benefits, are allowed to volunteer.

You may need to notify the provider of the benefit (e.g. Jobcentre Plus or HMRC) about volunteering.

You will need to continue to meet the conditions of your benefits claim.

There is more detailed information about specific benefits on the national Citizens Advice website in the **Frequently Asked Questions** section.

Come and join us!

To get involved, complete our Expression of Interest Form

Contact us via the telephone on 01724 296727 if you'd like to:

- Discuss a role that you're interested in that isn't in this pack
- Discuss individual support or equipment needs
- Discuss flexibility around time commitment
- Discuss flexibility around what the role involves
- Find out more about the training
- Ask us any questions about volunteering!

We look forward to hearing from you!

