

Volunteer Roles



**cyngor ar
bopeth**

**citizens
advice**

**Sir y Fflint
Flintshire**

Index

Introduction	3
Receptionist	4
Gateway Assessor	5
Adviser	6
Campaigns Assistant	7
IT Support	8
Administrator	9
Trustee	10
Community and Events Fundraiser	10
Marketing and Social Media Assistant	11
Trusts and Foundations Fundraiser	11
Database Assistant	12
Corporate Fundraiser	12
Legacy Giving Specialist	13
Researcher	13
Donations Collector	14
Café Assistant/Cook	14

Introduction

Thank you for enquiring about volunteering with us. This booklet contains information about Citizens Advice Flintshire and the roles available for volunteers.

We help people to resolve their problems by providing information and advice and by working to change practices that affect people's lives. We provide free, independent, confidential and impartial advice on a wide range of problems.

We have three offices in Mold, Deeside and Holywell and offer a drop in 'gateway', appointment and telephone service. We also run Libby's Community Café adjoined to our Deeside office. Our volunteers are essential, that's why we make sure all our volunteers are reimbursed for reasonable travel expenses. This includes travel from home to our offices and to external events.

Volunteering should not affect any benefit entitlement. If you have any concerns we can advise you about the current position on the rules that apply. If you would like to apply to volunteer you need to complete the volunteer application form and diversity monitoring form and return them to:

Training and Recruitment Officer, Citizens Advice Flintshire, Cable Street, Off Tuscan Way, Connah's Quay, Deeside, CH5 4DZ.

Once we have received your completed application form we will contact you again. You may be asked to attend an informal interview and, if successful, we will send letters to your referees. Subject to satisfactory references we will organise a date for you to come in and take part in an induction.

If you require any further information, please contact the Training and Recruitment Officer on **01244 846705** or you can email **training@flintshirecab.org.uk**

Receptionist

Receptionists are often the first point of contact for members of the public when they come to our office and have a very important role to play in the client's first impression of the service.

As a Receptionist you will:

- Greet clients and other visitors.
- Explain the services available.
- Ensure clients know how long they may have to wait.
- Point out leaflets, lists and self-help materials.
- Monitor client numbers and waiting times and keep the supervisor informed.
- Maintain the reception area.
- Answer the phone.
- Enter information into computer systems.



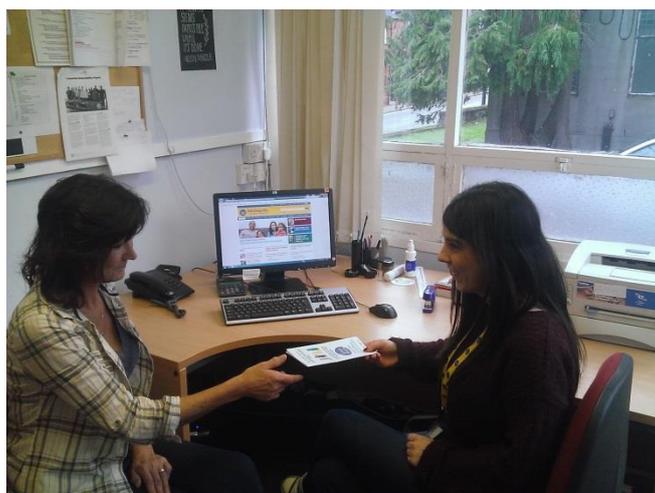
Specific qualifications or experience are not required but you need to be good at listening, have a good manner with people, be open minded, non-judgmental and have basic computing skills.

Gateway Assessor

The gateway interview, either face to face or over the telephone, is a short diagnostic interview to identify the client's problem(s) and the next step to help them resolve the problem(s). For some clients being given the right information is enough for them to sort out the problem themselves. Other clients may need an appointment with one of our generalist advisers, for other clients referral to a specialist organisation is required. As a gateway assessor on the telephone you will be the first point of access for people when they ring the national Adviceline number. You will be answering calls from people living anywhere in Wales and you will have access to a system for identifying their nearest local Citizens Advice service who you can pass their contact details on to if they need detailed advice.

As a Gateway Assessor you will:

- Greet clients and explain the gateway assessment process.
- Explore the client's problem(s) and situation.
- Assess the risk/urgency of the client's issue and their ability to deal with the problem themselves.
- Identify the next step that needs to be taken and explain this to the client.
- Write a record of the client interview.
- Identify the root cause of the problem which feeds into the work that Citizens Advice does to challenge unfair policies and practices.
- Undertake training including some self-study, group training sessions and observations of experienced advisers.



Specific qualifications or experience are not required but you need to be good at listening, have a good manner with people, be open minded, non-judgmental and have basic computing skills.

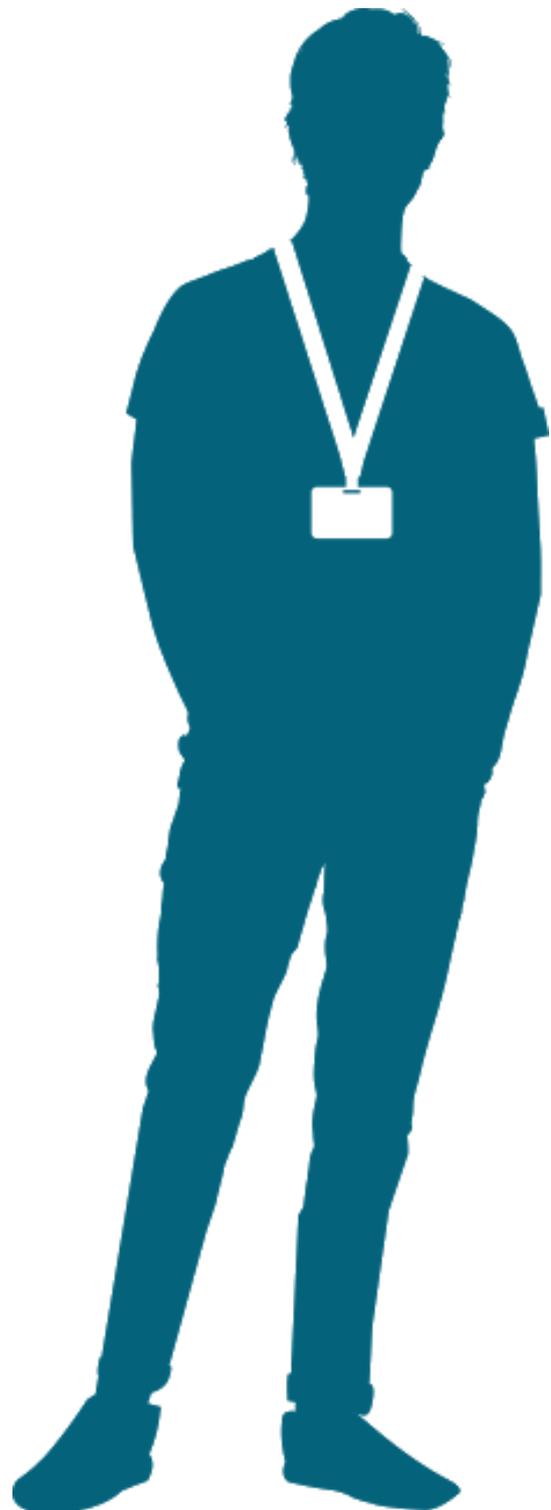
Adviser

Advisers interview clients in depth and explore the options for dealing with the client's problem. They help clients negotiate with people such as creditors or service providers, draft letters and make phone calls on their behalf.

As an Adviser you will:

- Interview the client and help them to explain their problem(s) and situation in detail.
- Research relevant information and explore the options for resolving the problem to help the client make an informed decision.
- Help the client negotiate with people such as creditors, benefit agencies or service providers, making phone calls, writing letters and filling in forms.
- Identify the root cause of the client's problem and contribute to the work of challenging unfair policies and practices.
- Write a record of the client interview, including the exploration, options, advice and any follow up action.
- Undertake training including some self-study, group training sessions and observations of experienced advisers.

You do not need to have any specific qualifications or experience but you need to be good at listening, have a good manner with people, be open minded, non-judgmental and have basic computing skills. You also need to be able to read through information, extract what is relevant, and communicate clearly both orally and in writing.



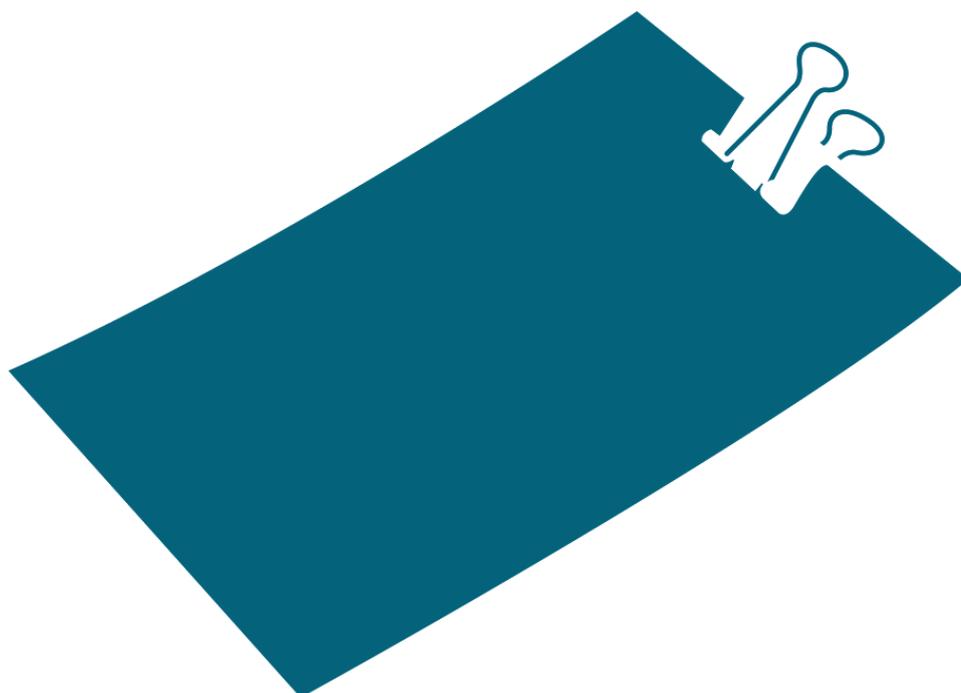
Campaigns Assistant

By using evidence routinely collected from clients, you could help bring about changes in local and national policies and services which can benefit everyone - even those who have never used our service.

As a Campaigns Assistant you will:

- Promote and help to coordinate local and national Citizens Advice campaigns, both internally & externally.
- Check and submit completed Evidence Forms (BEFs).
- Provide coaching on social policy issues to other volunteers.
- Monitor local evidence sent by staff and volunteers for any trends.
- Assist with the production of a quarterly social policy newsletter.
- Contact clients to learn more about their experiences.
- Provide client case studies to Citizens Advice.
- Assist with the preparation of press releases.
- Attend local and regional social policy meetings.
- Ensure that office notice boards have up to date social policy information.

You need to be motivated and enthusiastic to try and encourage as many people as possible to be involved in our campaigns work.



IT Support

A wide range of our essential work depends on well-run IT systems. We use them for keeping track of cases, keeping in touch with clients, accessing e-services on their behalf and monitoring trends.

As an IT Support worker you will:

- Support staff and volunteers.
- Troubleshoot IT issues.
- Train office workers in IT skills.
- Update software.
- Perform regular maintenance checks on our equipment.
- Install new hardware.

The IT Team provides IT support for all our offices in Flintshire. We are open to volunteers of all abilities but a good understanding of computing concepts is essential.



Administrator

We have a team of volunteers who carry out essential administrative tasks to ensure the smooth running of the offices.

As an Administrator you will:

- Answer telephone calls to the office.
- Provide a reception service for visitors to the office.
- File and archive documents.
- Scan documents on to client case records.
- Photocopy documents.
- Contact clients to check the outcome of their case.
- Record statistics used to demonstrate the impact of our work.
- Deal with incoming and outgoing post.
- Assist staff and volunteers with administrative tasks.

Administration opportunities are available at our Mold and Deeside offices. We welcome volunteers of all abilities; however, you need to have basic IT skills.



Trustee

Every local Citizens Advice is a registered charity. Each has its own board of trustees. Some trustee roles require specific skills but we welcome people of all ages, backgrounds and experience. Because trustee boards tend to meet in the evenings, you can fit this around a full time job or study.

As a Trustee you will:

- Manage and plan the overall strategic direction for the service.
- Act as employer for paid staff.
- Manage our finances.
- Ensure our charity complies with the law.
- Be responsible for premises, insurance and equipment.

We are particularly keen to hear from people with experience in HR, Finance, Business and the Voluntary Sector.

Community and Events Fundraiser

As a registered charity, we are reliant on funding from a variety of sources including local authorities, companies, charitable trusts and individuals.

As a Community and Events Fundraiser you will:

- Help organise, support and develop fundraising events.
- Support staff in recruiting volunteers and participants for future event.
- Support us in telling people we are a charity.
- Be friendly and approachable in informing the public about our services.
- Help to raise funds with activities such as promoting raffles and tombola's.



Specific qualifications are not required but previous experience in organising events would be beneficial. You also need to be flexible, creative and proactive.

Marketing and Social Media Assistant

Raising our profile is essential in order to attract funding and recruit volunteers, promote local and national Citizens Advice campaigns and to ensure that potential clients know how to access our services.

As a Marketing and Social Media Assistant you will:

- Produce promotional materials.
- Help to tailor press releases issued by the national Citizens Advice press office to use locally.
- Build relationships with our local and national media contacts.
- Help to develop our online presence and make full use of social media opportunities.

Previous experience in marketing and using social media is important. You need to have good communication skills and be a creative thinker.



Trusts and Foundations Fundraiser

Obtaining grants from Trusts and Foundations is becoming increasingly important in maintaining our service.

As a Trusts and Foundations Fundraiser you will:

- Identify new Trusts and Foundations prospects.
- Produce tailored funding applications and reports.
- Assist in managing a small but growing portfolio of Trust prospects.
- Assist with applications to grant makers such as The Big Lottery.

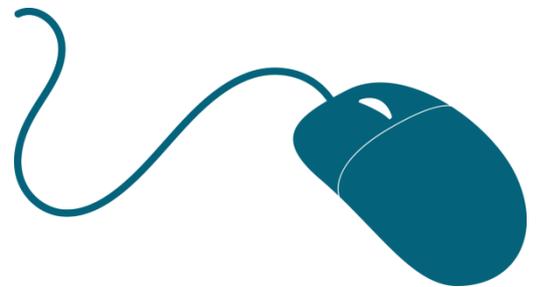
Although not essential, previous experience of securing income through Trusts and Foundations is preferable.

Database Assistant

We are developing a database to record details of all our supporters. This is essential in being able to manage and contact our supporters.

As a Database Assistant you will:

- Assist in developing and piloting a database management system.
- Input and collate supporter data.
- Use the database to produce statistical and analytical reports.
- Identify relevant data for use within marketing.



Good IT skills are essential for this role and experience of Customer Relationship Management (CRM) databases is preferable. You also need to have good numeracy skills and an ability to analyse data with a close attention to detail.

Corporate Fundraiser

As part of our current Fundraising Strategy, we are working to expand our corporate supporter base and the income generated from businesses.

As a Corporate Fundraiser you will:

- Help build relationships with local businesses.
- Assist in developing long-term donor support such as nominations for Charity of the Year, payroll giving and staff secondments.
- Identify companies and businesses that will support us financially or with goods/services in kind.
- Further develop relationships with existing donor companies to seek additional support.
- Produce a directory of companies that promote Corporate and Social Responsibility Giving.
- Encourage corporate supporters to be involved in fundraising events.

Although not essential, previous experience of fundraising and/or the private sector is preferable. You need to have good communication skills and be a creative thinker.

Legacy Giving Specialist

Legacies are charitable gifts left by people in their wills and they are becoming an important source of income for charities.

As a Legacy Giving Specialist you will:

- Assist in developing new legacy giving materials for our charity.
- Liaise with local solicitors and funeral directors regarding in memoriam donations and legacy promotion.
- Assist with legacy promotions together with Will Aid and Will Week.
- Help train and support staff and volunteers in our legacy giving practices and promotions.



Although not essential, previous experience in a similar role would be a significant advantage.

Researcher

We are working to improve the way we engage with our users and non-users and research is essential in helping us to gather their views and expectations.

As a Researcher you will:

- Help to carry out research to identify areas of service delivery which appear to be problematic.
- Analyse data and identify options for improving services.
- Collect data from the internet and other sources.
- Keep accurate records of data collection.
- Conduct literature reviews.
- Summarise information and draft reports.

You need to have good numeracy and literacy skills and an ability to analyse data with a close attention to detail.

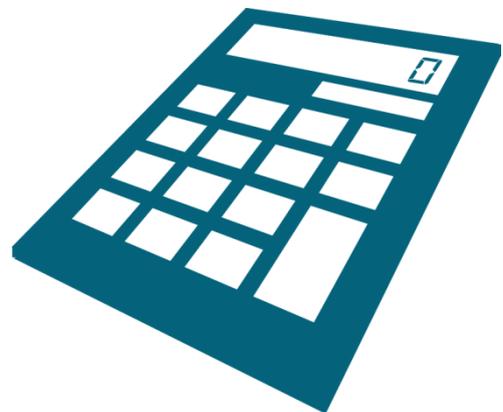
Donations Collector

We are looking for volunteers to help us place collection tins at local businesses in the Flintshire area. These will include convenience stores, off licences, chip shops, cafes, post offices, bakeries and any other businesses where there is high footfall and people pay with loose change.

As a Donations Collector you will:

- Ask local businesses to display collection tins.
- Keep accurate information on the location of collection tins.
- Collect and replace the collection tins on a regular basis.
- Count and maintain records of donations received.

You need to be friendly, approachable and flexible. A good knowledge of the Flintshire area would be an advantage.



Café Assistant/Cook

Volunteering for Libby's Café is a great way to contribute to the local community, gain work experience and also to make new friends.

As a Café Assistant/Cook you will:

- Prepare and service good quality, fresh food and drinks.
- Help with the washing of equipment and utensils.
- Take payment for consumed items.
- Help to promote the café facilities and events.
- Attend training sessions and meetings where appropriate.

No experience is needed, just a willingness to give up a few hours a week to join our team.