

Volunteer Coordinator

What will you do?

- complete an introduction to Citizens Advice and training for your role
- talk to volunteers about their role and their experiences volunteering
- help staff and volunteers to arrange a talk or event to promote the local Citizens Advice to people at community events, colleges/universities, local companies, groups (disability, social, charity, religious), volunteering fairs etc.
- help staff and volunteers to attract volunteers from a range of backgrounds
- use local press, radio, social media, (e.g. Facebook and Twitter), local Citizens Advice website and newsletter to promote volunteering opportunities
- help staff to recruit new volunteers including replying to volunteer enquiries, contacting volunteers who have applied for a role, and arranging interviews with them
- help to identify which recruitment methods have been successful and consider reasons why
- help volunteers to reflect on their experiences of volunteering and explore reasons for volunteers who leave
- create leaflets and posters, or use existing materials, to promote volunteering opportunities
- support new volunteers with induction and IT

What's in it for you?

- make a real difference to people's lives, including to people who go on to volunteer, and to clients who receive a service from volunteers
- learn about different volunteer roles and the experiences of volunteers
- build on valuable skills such as communication, listening, advertising and recruiting
- increase your employability
- work with a range of different people, independently and in a team.
- have a positive impact on your community

And we'll reimburse expenses too.



What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have excellent verbal and written communication skills
- have a positive attitude towards volunteering
- have good IT skills
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role



How much time do you need to give?

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



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming a volunteer coordinator and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



Contact details

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