

Volunteer Recruitment Event



Welcome

Welcome to Cambridge and District
Citizens Advice

Last updated August 2025



Welcome



Welcome, Overview of Citizens Advice – Emma Malfroy, Volunteer Development Lead

Volunteering Roles within the office – various leads within the office

Induction and Training - expectations

What happens next.....

About Us

Citizens Advice is made up of a network of 250 independent local charities providing free, confidential and impartial advice.

For 85 years, we've been helping to shape a society that's fairer for everyone.



About the Citizens Advice service

As a volunteer at Cambridge and District Citizens Advice, you're joining the network of local Citizens Advice across England and Wales. In 2022-23 this network helped 2.66 million people find a way forward with one-to-one advice.

Citizens Advice aims to:

- **provide the advice people need for the problems they face**
- **improve the policies and practices that affect people's lives**

Volunteers have been central to the Citizens Advice service since the first 200 local Citizens Advice opened in 1939 (85 years ago).

Today, the Citizens Advice service has 14,000 trained volunteers and 8,840 paid staff who provide an advice service to over 2.7 million people a year in 1,600 locations in a range of ways including, face to face, over the phone, by email and webchat.



**Citizens Advice
Cambridge & District**

Who are we?

35 Paid staff
70 Volunteers
12 Trustees

What do we do?

General Advice
Specialist Advice
Foodbank
Income Max
Research & Campaigns



Benefits of volunteering

There are lots of reasons to volunteer with us.

Our volunteers find the main benefits of volunteering include:

- being able to develop and build on experience, knowledge and skills
- improving employability
- improving health and wellbeing as well as confidence and self-esteem
- being able to utilise their own specialist knowledge
- having a chance to meet new people and make friends
- getting to know the local community and give something back
- being able to make valuable contribution and a real positive impact on peoples' lives

Equality, Diversity and Inclusion

Cambridge and District Citizens Advice welcomes volunteers from all backgrounds.

We believe that:

- The skills, experience and satisfaction of volunteering should be available to everyone.
- A wide range of volunteers will lead to a wide range of opinions, priorities and perspectives which helps ensure our service understands and reflects our diverse communities.
- Our service should be available to everyone that needs it. People will be more likely to use the service if they can relate to the people providing it.
- If we're supported by, involve and provide a service to a wide range of people, this will improve our partnership work as well as opportunities for bringing about positive change

About the Citizens Advice service

Citizens Advice is:

- **Independent** – We will always act in the interests of our clients, without influence from any outside bodies.
- **Impartial** – We don't judge our clients or make assumptions about them. Our service is open to everyone, and we treat everyone equally
- **Confidential** – We won't pass anything on that a client tells us, or even the fact they have visited, without the client's permission.
- **Free** – No-one has to pay for any part of the service we provide.

As a service, we use the data from our clients to help us identify emerging issues, understand what is causing them and make recommendations on how to fix the problems.

About our service

At Cambridge and District Citizens Advice we are uniquely placed to support our clients with any problem they face including:

- Benefits
- Debt
- Housing
- Consumer
- Employment
- Relationships and family
- Immigration

From these queries and contacts, we have data which can help improve policy and practice

General Advice Volunteers

- Explore problems local residents have come for help with
- Do research to help clients resolved problems
- Give advice on the phone or via email
- Write a summary of the clients' problems and the action you have taken

General Advice Volunteers

What's in it for you?

- Volunteer from home or office in a supportive and friendly team
- Build on valuable skills (listening, summarising, problem solving)
- Stretch your brain – some areas are complex!
- Have a positive impact in your local community

What do you need to have?

- Good listening skills
- Excellent verbal and written communication skills
- Ability to understand information and explain it to others
- Ideally 8 hours a week for at least 12 months

Benefits Team volunteers

What's in it for you?

- Volunteer from office in a supportive and friendly team to have a positive impact in your local community

Doing what?

- Completing benefit claim forms for people with disabilities/long-term health conditions (mostly mental health difficulties)

What do you need to have?

- Good listening skills, excellent verbal and written communication skills
- Emotional resilience – long appointments, distressing situations
- Ability to understand legal regulations and explain it to others
- Ideally one day or two half-days a week for at least 12 months

Induction

- You will always be supported in your roles at CDCA
- We will provide you with guidance and support as you start and along your journey
- You will be invited to an Induction event or meeting with your fellow new volunteers (usually in person)
- We will set you up with all the IT log ins you require and for some of you this will also involve laptops needed for your roles
- There will be some face to face and some online meetings as your induction and training process begins

Training

Your training will develop through a variety of methods to ensure you reach the stage of competence in the relevant area of work

The purpose of training is so that you:

- get the most out of volunteering.
- have the skills and knowledge you need to contribute to providing a high-quality service to our clients

Training is required so that we can:

- work in accordance with a set of quality standards with ongoing assessment to identify further learning needs
- demonstrate to auditors, funders and insurers that we have the acquired skills and knowledge to provide advice
- fulfill our responsibilities required by FCA (Financial Conduct Authority) and other legislative requirements

Training Plan

Level A: To be completed before email advice

- Initial 7-week training plan.
- Weekly meetings - online and in house training.
- Tailored in house training covering Debt, Benefits, Safeguarding, Local Support
- E-learning homework approx 4 hours a week (*approx 20 hours*)
- Week 7 – email training
- Homework – 2 x practice emails
- Feedback from Advice Supervisors

- Once **Level A** and practice emails completed, supervisors will invite you join the Advice Rota to give live email advice.
- Choose Rota days – one full day or two half days.
- **Level B** - ongoing while giving email advice and must be completed before giving phone advice. (*approx 27 hours – can be done as part of volunteering day/s*).
- **Level C** - ongoing after starting phone advice (*approx 19 hours*). Once completed , along with a range of quality checks, the supervisors will sign you off as a qualified CDCA adviser.

What happens next ...

- Consider the role descriptions further
- Submit applications for the role / roles you are interested in by 3rd August.
- Link to application form sent out in an email after the session.
- Pre-interview activities sent and interviews will be held mid August
- 2 references to be provided once accepted
- Induction and Training will commence mid September onwards

Questions

Over to you ...



Thank you



We wish you the best in your new volunteering role and thank you for your contribution.

