



Recruitment Information Sheet

Please read these notes BEFORE completing the enclosed form

Aims and Principles of Citizens Advice

The Citizens Advice service provides free, independent, confidential and impartial advice to people on their rights and responsibilities. It values diversity, promotes equality, challenges discrimination and aims to improve policies and practices that affect people's lives.

The CAB is the largest advice-giving network in the UK, with over 2,000 outlets and around 20,000 volunteers. We help people deal with nearly six million problems every year, in bureaux, by phone and email, at outreach sessions in places like GP surgeries and courts.

The problems we are most often asked about concern debt, employment, housing or benefits, but we will help people who come to us with any enquiry including consumer rights, legal matters and immigration.

Our clients and volunteers come from all walks of life. We are committed to providing an independent advice service, and volunteering opportunities, to the whole community.

You can help us **MAKE A REAL DIFFERENCE** to people in your community

The voluntary roles in the bureau

Gateway assessors: Gateway assessors carry out an initial assessment with the client to decide the best next steps to help the client resolve their problem. This assessment may be face to face or by telephone and will result in; providing the client with information, signposting or referring the client to another provider, or offering a further appointment with a CAB Adviser.

A full role description is attached.

Support and training

All our volunteers are fully trained and supported. The training for this role includes:

- Self study with training packs and e-learning
- Group sessions
- Practical exercises for interviewing practice
- One to one interviews with our trainer
- Support of a Supervisor as required

Expenses

Our volunteers are given out of pocket expenses such as parking, mileage etc and if your application is successful we will provide full details at your induction session.