

## Peterborough Citizens Advice Bureau 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**

We are currently looking to recruit Gateway Assessors to carry out an initial diagnosis of a client's enquiry and identify the 'next steps' for the client.

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
- Working with a mentor in the role
- 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.