

# Citizens Advice York Volunteering

## Adviser

Volunteers who give advice to our clients are at the heart of our service. You will receive full training and once you start giving advice you will be fully supported and supervised.

### What we ask of you:

To volunteer for 6 – 12 hours on 2 days a week for at least 2 years.

### What you'll do:

- Speak to clients face to face or on the phone
- Understand their enquiry and all other relevant issues
- Communicate information and explore options
- Act on the client's behalf, for example making phone calls or writing letters
- Record all your actions onto our client database

### We need you to:

- Have excellent communication skills
- Be open, approachable and non-judgemental
- Be able to find and sift through information
- Have good computer skills

### Interested?

Find out more on our website [www.citizensadviceyork.org.uk/volunteer](http://www.citizensadviceyork.org.uk/volunteer)

Or email [admin@yorkcab.org.uk](mailto:admin@yorkcab.org.uk)



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