

# Citizens Advice York Volunteering

## Research and Campaigns Volunteer



### What will you do?

- Complete an introduction to Citizens Advice and training for your role
- Identify common, or unfair, problems that clients come for help about
- Help the Research team identify and understand causes of societal problems at the local level, how they affect clients, and what change would solve the problem
- Help CAY carry out research about how certain issues affect clients in your local area. This might involve doing a survey with clients, conducting a literature review, organising focus groups, or analysing information on our database
- Help to analyse this research using Microsoft Excel and other software packages
- Help to draft reports and blog posts communicating findings and recommendations based on our research
- Help to raise awareness of identified problems, our research into them, and our proposed solutions. This might involve assisting with report launches, press releases or op eds, awareness-raising events or social media campaigns, which could be used to explain the problems to others (such as local councillors, or members of the public)
- Help to organise campaigns with the aim of getting the organisation (person or elected body such as MP, AM or local councillor) that is causing the problem, to change the way they do things. This could mean meeting with the organisation, person or elected body, writing to them or holding an event



### What's in it for you?

- See your work make a real difference to people's lives
- Learn about a range of areas such as benefits, debt and housing, and how problems in these areas can affect clients
- Build on research skills in a local nonprofit environment, learning how to engage different audiences and campaign for change
- Build on valuable skills in communication, problem-solving, organisation, and idea

implementation

- Increase your employability
- Have a positive impact in your community and on broader society

And we'll reimburse expenses too.



## What do you need to have?

For this role, we would ideally like someone who has some experience in research. This could include writing essays at university or college, managing a personal blog, or interviewing people in your community. You will also need to:

- Be friendly and approachable
- Be non-judgmental and respect views, values and cultures different to your own
- Have excellent verbal and written communication skills
- Be able to understand complex information and explain it (verbally and writing) so that others understand it
- Have good IT skills and the ability to learn new software
- Be able to work in a team and independently, with a proactive attitude
- Be able to meet deadlines
- Understand the importance of research for nonprofit organisations and how it can be used to bring about change
- Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- Commit to completing long-term projects, with support and guidance
- Be willing to undertake training in the role



## How much time do you need to give?

Ideally we would like someone who can dedicate about 2 hours per week, and slightly more when/if conducting primary research. However, 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. People under 30 are also underrepresented at our organisation, so we would particularly like to hear

from this age group.



## Contact details

If you are interested in becoming a Research and Campaigns Volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact our **Fundraising and Project Coordinator, Martha Snow, at [martha.snow@cayork.org](mailto:martha.snow@cayork.org)**