



Volunteering with Citizens Advice York (CAY)

Roles: Adviser, Telephone Assessor, Health Benefits Form Support, Reception

Hours: Minimum 5 hours per week

Location: Citizens Advice York, West Offices, YO1 5GA

About Us

Citizens Advice York provides free, independent, and confidential advice to people in our community. We support individuals with issues such as housing, debt, employment, and benefits, and work to promote fairness and equality for all.

Who Can Volunteer?

We welcome volunteers from all backgrounds, students, professionals, retirees, or anyone with time and a desire to give back to the community. No prior experience is required, as full training and ongoing support are provided.

What You'll Do

Depending on your role, you may:

- Support clients face-to-face, over the phone, or online
- Help with forms
- Welcome and assist clients at reception
- Provide information, guidance, or referrals
- Carry out general admin tasks

What We're Looking For

- Good communication and listening skills
- A friendly, non-judgemental approach
- Willingness to learn and work as part of a team
- Basic IT skills

What You'll Gain

- Full training and ongoing support
- Valuable experience and new skills
- A supportive and inclusive environment

- A reference
- Travel expense reimbursement
- Opportunities to progress within the organisation

Interested?

If you are interested, please email us at adminteam@cayork.org.

You can also complete the volunteering form on our CAY website and email it to the admin team.

Join us and make a real difference in your community.