



Adviser

What do our volunteers do?



Trustee Board Member

Trustee Board Members

All Citizens Advice Bureaux are independent charities, governed by their own board of trustees, who are ultimately responsible for the quality and range of the service. Day-to-day control is delegated to the bureau manager, but Trustees:

- Set the overall direction and support the development of the bureau
- Ensure the bureau meets the needs of the local community and the Citizens Advice membership standards
- Employ CAB staff and control bureau finances
- Earn and retain the respect of important and influential people and organisations in the community, including funding bodies
- Ensure the bureau complies with relevant laws



PR/Fundraiser

Bureaux trustee boards need people from all sections of the community with a wide range of different skills, experience and perspectives. Trustee boards tend to meet in the evenings, making this a flexible role, which trustees often fit around a full-time job. A full induction into the trustee board's role and responsibilities will be provided.

Campaigners

Campaigners, or Social Policy Co-ordinators, use information from problems brought to the bureau by clients to help bring about real change by influencing local and national policy. This is a flexible role, which can sometimes be partly carried out away from the bureau and outside their opening hours. It can involve:

- Completing and collating evidence forms that record information about the problems clients experience
- Identifying and raising issues in the bureau and at meetings
- Training staff and volunteers in spotting particular issues and completing evidence forms
- Conducting research and writing reports on local issues
- Media campaigning and liaising with other bureaux and agencies to provide a voice for clients

Some bureaux also involve volunteers in other roles, such as press and PR, fundraising, volunteer recruitment and community liaison.

CAB volunteer recruitment line 08451 264 264
www.citizensadvice.org.uk/volunteer_bureau_search



IT support



Administrator

What do our volunteers say?



Website designer

"Every session is different. You can actually make a difference for people, and you are valued for who you are."

Angela, High Wycombe CAB

"I have increased confidence, much more knowledge, lots of new friends and respect from my children."

Margaret, Havering CAB



Adviser

"It's a vital service run for and by people of all ages."

Stephen, Rugeley CAB

"The training was extremely thorough. The support is fantastic from everyone in the bureau. I find being an adviser rewarding, stimulating, at times humbling, and very enjoyable."

Barbara, Rhyl CAB



IT support

"The other volunteers are very friendly, and we work as a team helping each other."

Anita, Farnborough CAB

"I've become more aware of what my rights are and got to meet some great people. It helps you to better yourself and it helps on your CV to get a job and further your career."

Shabana, Manchester CAB Telephone Advice Line



Trustee Board Member

"It's great being able to help people in so many different ways, being able to learn from and appreciate what others are experiencing, and there's a real co-operative spirit in the bureau."

Michael, Tonbridge CAB

"My confidence has definitely increased, and I've gained about a thousand new skills with as many again still to learn."

Denise, Bedworth & District CAB



Campaigner

"I get a real feeling of satisfaction from making a difference, especially for people less able to stand up for their rights."

Sheila, Stretford CAB

"I wish I'd started 30 years ago! I've learned new skills, including computing. Volunteering with CAB keeps you involved with the real world."

Sheila, Witney & District CAB



Administrator

"I get a sense of being involved – I like being part of the bureau activities and keeping up with issues. I feel proud of the CAB and being part of it – and we have a laugh too."

Karin, Oxford CAB

CAB volunteer recruitment line 08451 264 264

www.citizensadvice.org.uk/volunteer_bureau_search