

**citizens
advice**

**East
Berkshire**

Volunteer Application Pack



**Free, confidential advice.
For everyone.**

We are Citizens Advice

Thank you for your interest in volunteering with Citizens Advice East Berkshire. Let us tell you more!



Advisers

We provide free, confidential and independent advice to help people overcome their problems.



Advocates

We are a voice for our clients and consumers on the issues that matter to them. We are the people's champion.



Campaigners

We value diversity, champion equality and challenge discrimination and harassment.



We are for everyone

We can all face problems that seem complicated or intimidating. At Citizens Advice, we believe no one should have to face these problems without good quality advice. People rely on us because we're independent and totally impartial.

Serving the communities of East Berkshire

Citizens Advice East Berkshire is a local charity offering advice services to people living or working in:

- Bracknell Forest
- Windsor and Maidenhead
- Slough

We are an independent charity, backed by the national Citizens Advice network. We are not government employees, part of the council, the DWP or solicitors.

Service Delivery



Phone



Drop-In



Outreach



Whoever you are,
whatever your issue.

Our impact last year

5,998

people helped

30,996

problems solved

£2.5m

in compensation

"Thank you from the bottom of my heart for all the help you have given me. I have truly felt heard and cared about."

Client feedback



Top issues that we help with



Housing



Debt & money



Benefits & tax credits



Family



Work



Legal

"CAEB helped me when I was desperate, confused and worried. Thank you CA for always being here for me"

Client feedback



Are you our next volunteer superstar?



At Citizens Advice we have been solving life's problems for 85 years. With the cost-of-living crisis hitting hard, we are experiencing more demand than ever from people who can't afford to cover essential costs – like food, energy and housing. Our volunteers are at the heart of what we do, helping people access the support they need to move forward.

We value all levels of skill and experience and provide full training. We're an inclusive and welcoming organisation, offering a friendly environment where you can make a real difference to people's lives.

Why volunteer with Citizens Advice?



Develop your career

Build confidence and gain valuable experience in a rewarding and fulfilling role.



Help your community

Make an appreciated contribution to the work that we do and positively impact people's lives.



Learn new skills

We give full training to all our volunteers and welcome all skill sets and backgrounds.

A variety of roles available

- Assessor and Adviser
- Admin and IT
- Reception
- Research and Campaigns
- Media and Communications
- Fundraising



Corporate volunteer placement

6 or 12 month secondment programmes for employees.

“My volunteering experience has been life changing – every day it's humbling. The work CAEB does to support the most vulnerable is astonishing.”

nationalgrid



As a volunteer, you'll feel



Prepared

- You will be fully briefed on the expectations of the role.
- Our comprehensive training programme will give you the skills you need to succeed.
- You will engage directly with CAEB clients, making a positive impact on their lives.



Supported

- You will have a dedicated supervisor and be part of a friendly team of experts.
- We can be flexible to suit your needs and ensure a meaningful volunteering experience.
- We offer further training opportunities and an employee assistance programme.



Rewarded

- Our volunteers tell us how enriching an experience it is to volunteer with Citizens Advice.
- You will achieve positive outcomes for your clients, changing things for the better.
- Get ready to meet new people and build connections in your local community.

Join our team

If you can commit to a minimum of 6 hours a week for admin roles, 8 hours a week for assessor roles or 16 hours a week for adviser roles then we'd love to hear from you.

For more information and to find out about current volunteering opportunities please email recruitment@caeb.org.uk

**"Volunteering
gave me
purpose in life"**

