



## ***Volunteer Welcome Booklet***

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Thank you for expressing an interest in joining us at Wealden Citizens Advice.

Our volunteers make a real difference to people's lives. Every year we help: people avoid homelessness; claim millions of pounds in previously unclaimed benefits or tax credits; enforce their employment and consumer rights and manage millions of pounds of debt. We also campaign for change in the policies and practices that adversely affect people's lives.

We simply could not do what we do without our volunteer team and in return for the commitment we ask from you, we can promise you a rewarding and challenging volunteering experience which really benefits your community.

We provide free, confidential, independent and impartial advice and campaign on the big issues affecting people's lives. Our goal is to help everyone who contacts us to find a way forward, whatever the problem they face.

Thank you and I look forward to meeting you.

**Michael David**

**Chair of the Trustees**



## ***Why Volunteer with us?***

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- You will work with a great team of volunteers and you can contribute to changing the policies and practices that affect people's lives.
- You will have the opportunity to learn new skills.
- Our work makes a difference to people's lives and benefits the wider community.

## *Our values*

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- We want all our volunteers to feel **confident**, well supported and have an experience that is **positive and enjoyable**.
- We treat everyone with respect and dignity.
- We will be transparent, responsible and collaborative.
- We respect the individuality and diversity of all. We are opposed to and will challenge all forms of discrimination.



## *What can you expect from us?*

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**Whatever your reasons for volunteering with us we think you have a right to expect:**

- To be part of a friendly and supporting team
- To receive the on-going training and support you need to undertake your role with confidence
- To know what's expected of you in your role and be comfortable that you can achieve it
- To be respected and valued.
- Opportunities to develop your skills.
- To have a say in how the service is run along with feedback on your ideas and concerns.
- Reimbursement for expenses.

## *Meet our Volunteers – Annette Woods*

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I became a volunteer to give something back to the community, to keep me in touch with what's going on and to help people with the problems they are trying to sort out. The relief on a client's face can be so satisfying, as if a huge worry has been lifted from their shoulders.



# *What can we expect from you?*

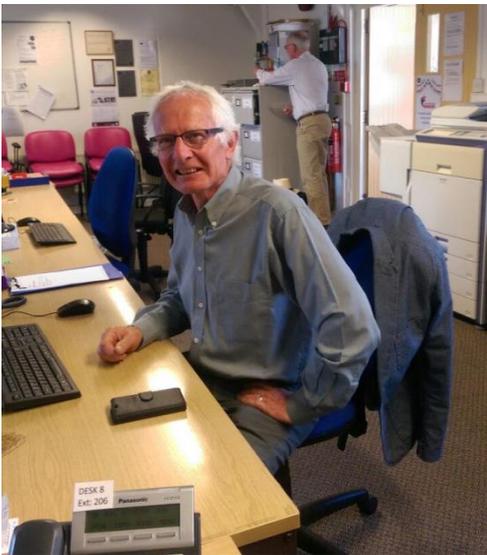
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## **We ask you to:**

- Commit between the hours of 9am – 3pm one day a week (we offer flexibility)
- Work collaboratively with your team members
- Be reliable and punctual, letting us know if you can't attend as soon as possible.
- Ask for help when you need it.
- Uphold the values of our service, remaining impartial and independent at all times
- Treat all clients and colleagues with respect and respect the confidentiality of our service.
- Tell us when you have a problem, and work with us constructively to resolve it.

## *Meet our Volunteers – David Sudbury*

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I like working in a team, you feel well supported... You learn how the system works and you can use this information to support people who are sometimes really up against it.

## *Practical Information*

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### **Support and Training**

Your main contact will be your office manager. They are there to help you with any questions you may have, whether it be regarding a particular client's needs or about your role generally.

Training can go at a pace to suit you – we recognise that not everyone learns in the same way or at the same pace and we want you to be confident in what you do.

### **Expenses**

Your volunteer role with us is unpaid, but we do pay your travel expenses both to your regular office and for training and meetings.

## Health & safety

We treat the health & safety of all our volunteers and clients extremely seriously. We have trained first aiders in every office. You will receive a health & safety briefing when you arrive.

## Insurance

All our volunteers are covered by our insurance. This covers health & safety on Citizens Advice premises and business and on any claims arising from the information and advice you give to clients.

## Data Protection

We ask you to sign a confidentiality agreement when you join us. We only keep essential personal information about our clients and volunteers.

## References

We are happy to provide references for those who have volunteered with us for at least 3 months.

## *Meet our Volunteer Representatives*

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*Left-Right in photo*

*Carola Coles, Hailsham*

*Elaine Cox, Crowborough*

*Mike Tollit, Crowborough*

*Nicola Dawkins, Uckfield*

For more information about volunteering with Wealden Citizens Advice:

Telephone: Emma on 01825 762807

Email: [da@wealdencitizensadvice.org.uk](mailto:da@wealdencitizensadvice.org.uk)

Visit: [www.wealdencitizensadvice.org.uk](http://www.wealdencitizensadvice.org.uk)

Like us on Facebook: @CAWealden Follow us on Twitter: @WealdenCAB

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