



# Citizens Advice Mole Valley

## Volunteer research and campaigns coordinator

### 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 volunteers and staff in the local Citizens Advice understand the cause of the problem, how it affects clients, and what change would solve the problem (by talking to them, or writing a summary)
- help to organise a campaign with the aim of raising awareness of the problem. This might involve creating materials, such as newsletters, or presentations, or writing something for social media or newspaper, 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 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
- help national Citizens Advice carry out research about how certain issues affect clients in your local area. This might involve doing a survey with clients to find out how a change in a benefit is affecting them



## What's in it for you?

- 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 valuable skills such as communication, research, campaigns, how to engage with a range of audiences and working with clients
- increase your employability
- have a positive impact on someone else's experience of volunteering with the local Citizens Advice
- meet people and build relationships with new volunteers
- have a positive impact in your community and on broader society

And we'll reimburse reasonable travel expenses too.\*



## What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly and approachable, and able to work as part of a team
- be non-judgmental and respect views, values and cultures that may be different to your own
- be impartial, balanced and frank in your interactions with others
- have excellent verbal and written communication skills, particularly in report writing
- be able to understand complex information and some statistics; and explain it (verbally and in writing) so that others understand it
- be able to work to deadlines
- have enthusiasm and desire to support and motivate others
- have good IT skills, including ability to use Excel
- have an understanding on how social media works
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role

- when required attend meetings, virtually and physically both locally and occasionally outside Mole Valley (all expenses will be reimbursed when appropriate)

Given the nature of the role, an interest in current affairs and both national and local politics would be an advantage.



## How much time do you need to give?

We are looking for someone who is able to volunteer for 1 day per week (or 2 mornings/afternoons), but we are happy to discuss with the right candidate.



## Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming a volunteer research and campaigns coordinator and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



## Contact details

To find out more and arrange to meet us, please complete and return the application form and email, together with your CV, to [admin@camv.org.uk](mailto:admin@camv.org.uk) by Thursday 31 August 2023.

\*see expenses policy