

# Advice First Aid Volunteer



## What will you do?

People need advice on multiple issues at different times of their lives, but don't always need the in-depth advice provided by a Citizens Advice General Adviser. You will be a well-established member of your local community who will be able to signpost people to trusted sources of information, whilst maintaining the aims and values of Citizens Advice.

You will be supported by the General Advice team, with access to the Citizens Advice online advice service, and our own local Isle Find It web-based community resource.



## What's in it for you?

- gain and build on valuable skills and experience such as communication, IT skills and working in a team
- increase your employability
- contribute to the smooth running of the advice service which makes a real difference to peoples' lives
- work with a range of different people, independently and in a team
- opportunity to train for Adviser roles for face to face or Adviceline customer services

And we'll reimburse 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
- € be non-judgmental and respect views, values and cultures that are different to your own
- € have good IT skills
- € be able to communicate clearly

- € 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



## **How much time do you need to give?**

This is flexible as you may find people need information at any time.

Advice First Aiders will undergo a training programme featuring one day's in-house training plus supplementary online induction modules. You will be expected to attend at least 3 in 6 of the General Advice Team's training days (these are currently monthly) and the Citizens Advice Isle of Wight Development Days held 6 monthly.



## **Valuing inclusion**

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming an Advice First Aid Volunteer and would like to more details on what you will do and how we can support you please contact us.



## **Contact details**

Contact the Advice First Aid Support on 01983 823898 ext 2822 or email [simonb@iwcab.org.uk](mailto:simonb@iwcab.org.uk)