

**citizens
advice**

**Derbyshire
Districts**

Volunteer pack



About Citizens Advice Derbyshire Districts...

- We are a local independent advice charity, and part of the national network of Citizens Advice across England and Wales.
- Our local areas are Amber Valley, Derbyshire Dales, Erewash and High Peak.
- We help over 22,000 clients per year, with a diverse range of issues.
- We believe in local services, delivered passionately by our team of over 70 volunteers and 80 paid staff members.
- We rely on our volunteers to deliver our services to our clients, without them, we wouldn't be able to do it.

What Volunteering can do for you...

Our volunteers come from all walks of life and volunteer for a variety of reasons. Our volunteers include students, people getting back into work after career breaks, people with part-time jobs, carers, and people who've retired.

Every volunteer gets something different from their volunteering experience, including the opportunity to:

- **make a positive difference to people's' lives**
- **improve self esteem, confidence and wellbeing**
- **gain invaluable work experience**
- **receive high quality training and develop new skills**
- **use existing skills and knowledge to benefit the local community**
- **meet new people from a range of backgrounds and make new friends**
- **feel valued and part of a team**
- **change the way things work for the better**

What we ask from you...



Time commitment

A minimum of 4 hours per week commitment to volunteering one day per week between 10am and 2pm



Training commitment

A commitment to completing your induction and ongoing training



People commitment

A passion for helping others and treating people with dignity and respect

Volunteer Telephone Adviser

Location: Ilkeston

Days: Monday to Friday, 10am - 2pm

Minimum commitment per week: 4 hours

The role:

The role entails giving information and advice to the public via our Adviceline. You will join a team of over 20 volunteers and 7 paid members of staff and be supported throughout the process by a skilled supervisor.

Adviceline acts as the first port of call for many of our clients and a lifeline for those in crisis situations. You will deal with a range of issues including benefits, debt, housing, energy, relationships and much more. Full training and coaching will be provided as part of the role.

The role is located in our Ilkeston office on Heanor Road, we have a full phone room set up and all relevant equipment including laptop and headsets are provided.

Volunteer Face to Face Adviser

Location: Ilkeston, Heanor, Matlock, Buxton or Glossop

Days: Varies by location

Minimum commitment per week: 6 hours

The role:

The role entails giving advice to the general public on a wide range of issues including benefits, debt, housing, employment, relationships and much more.

As a face to face adviser you will see clients in one of our office locations and deliver advice to those most in need in the heart of your community.

All our volunteers are supported by skilled supervisors and full training and coaching is provided throughout.

The days and times of our services differ by location, so get in touch to find out more.

Volunteer Energy Adviser

Location: Ilkeston, Matlock, Buxton or remote from home

Days: Tues, Wed, Thurs, 10am - 2pm

Minimum commitment per week: 4 hours

The role:

The role entails giving information and advice to the general public on energy related issues and income maximisation. You will join our dispersed team of energy advisers working across Derbyshire giving one to one advice to people in need.

You can expect to advise on energy efficiency measures, tariffs and meters, home improvement measures, grants and schemes available and benefits advice. Full training and coaching is provided on all relevant topics and skills required.

The role can be face to face, telephone or a mixture, and all advice giving is supported by a skilled supervisor. All relevant equipment including laptop and headsets are provided.



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We can't wait to hear from you

If you have any questions about volunteering you can contact our team by emailing: trainingteam@ddcab.org.uk

Or fill in our online registration from here:

<https://www.citizensadvisederbyshiredistricts.org.uk/get-involved/volunteering/>