

**Volunteers**  
**at**  
**Coventry Citizens Advice**



---

## Introduction from Vicki Fitzgerald (interim) Chief Executive



Thank you for your interest in volunteering with us at Coventry Citizens Advice.

We are a free, independent, advice-giving charity.

Since we started in the 1940's, volunteers have provided a major contribution to our work and in the current cost-of-living crisis, we need volunteers to provide advice as part of our essential service to the people of Coventry.

From fuel poverty to welfare benefits, housing issues to food vouchers, we give people the knowledge and confidence they need to find their way forward – whoever they are, and whatever their problem. For everyone, for over 80 years.

Our volunteers say that time spent with Coventry Citizens Advice is incredibly rewarding.

*"I know that my time volunteering at Coventry Citizens Advice makes a positive difference to some of the most vulnerable people in the city. Not only that but I'm learning new skills and meeting lots of different people. I really enjoy what I do."*

(Yalda, Reception Volunteer)

Please take a few minutes to read through this pack to understand the roles which may be on offer and what we look for in our volunteers.

Finally – thank you! We couldn't do our work without the support of people like you who are prepared to give their time to help others.

A handwritten signature in black ink, appearing to read 'Vicki Fitzgerald'. The signature is stylized and cursive, with a large loop at the end.

---

# A quick note from Marian Nelson, our Volunteer and Training Coordinator



Congratulations! You have taken the first step to finding out more about volunteering with Coventry Citizens Advice.

This packs tells you more about us and the volunteer role available;

- Volunteer Adviser – application deadline 09:00 Monday 3<sup>rd</sup> February 2025

If you're interested in applying to volunteer with us the next step is to complete the form on our website, <https://www.coventrycitizensadvice.org.uk/volunteer/>. If you need more information email [volunteering@coventrycab.org.uk](mailto:volunteering@coventrycab.org.uk).

### Times volunteers are needed;

|           |                                   |
|-----------|-----------------------------------|
| Monday    | Foleshill office                  |
| Tuesday   | City centre and Foleshill offices |
| Wednesday | Foleshill office                  |
| Thursday  | Foleshill office                  |
| Friday    | City centre and Foleshill offices |

### Location addresses

|                         |                       |
|-------------------------|-----------------------|
| 1-7 Station Street East | Kirby House           |
| Foleshill               | 15 Little Park Street |
| Coventry                | Coventry              |
| CV6 5FL                 | CV1 2JZ               |

Volunteers require an **interview** and **training**.

---

## Training

### Training for the adviser roles

Face to face training takes place in our offices in Foleshill, for 4 days. This will run alongside self-directed online training and shadowing existing advisors.

## Key Dates

Application deadline

Mon 3<sup>rd</sup> Feb at 09:00

Interviews

Mon 10<sup>th</sup>, Tues 11<sup>th</sup> and Wed 12<sup>th</sup> Feb

Training

Wed 5<sup>th</sup> March 09:30 – 15:00

Wed 12<sup>th</sup> March 09:30 – 15:00


Wed 19<sup>th</sup> March 09:30 – 15:00

Wed 26<sup>th</sup> March 09:30 – 15:00

Shadowing existing advisors

Begins week commencing Mon 30<sup>th</sup>  
March

Thank you for your interest and we look forward to receiving your application.

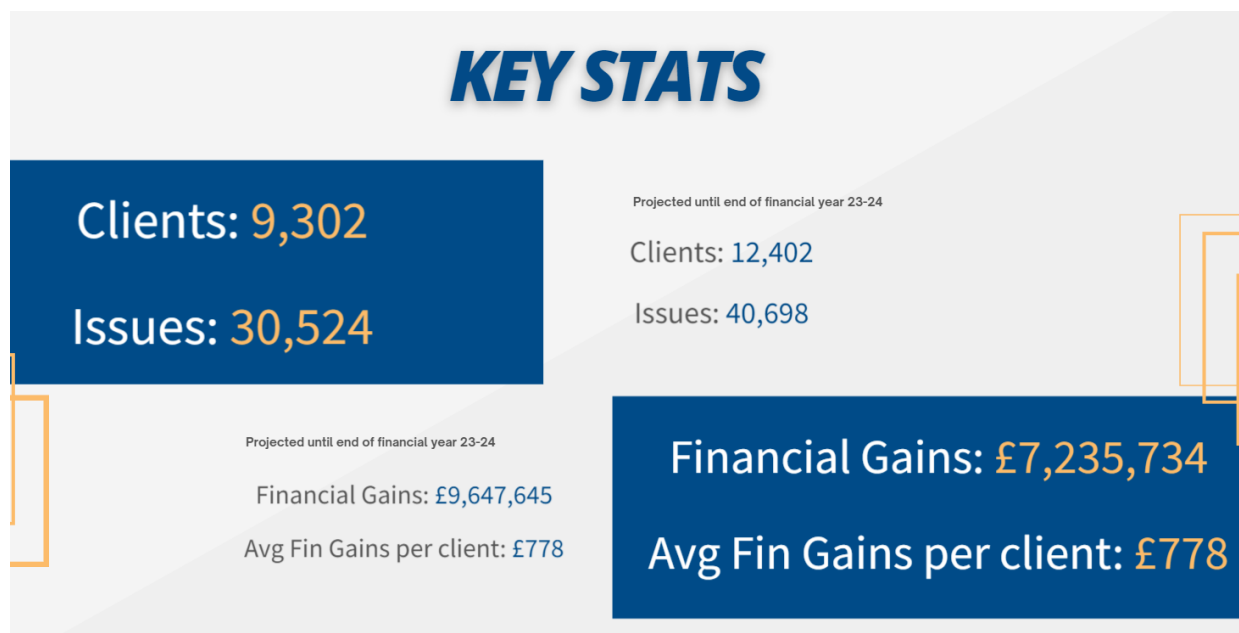


A handwritten signature in black ink, appearing to read 'M. Carter', with a horizontal line underneath it.

## Coventry Citizens Advice at a glance

Our vision is to make society fairer. We do this one person at a time, helping people solve their individual problems and build resilience for the future.

Every year, we produce an Impact Report which gives an overview of the work we have done to help the clients of Coventry over the past 12 months. Here's some highlights of 2023-2024...



Volunteers are particularly needed in our ASK service which is the “front door” into the organisation for many clients who come with a range of needs from benefit and employment enquiries to housing and consumer issues.

In addition to the ASK team we have a number of projects which focus on particular communities in need. These include clients who are:

- Looking for support with debt issues
- Needing advice with energy issues
- Undergoing treatment for cancer
- Living with HIV or TB

---

## **Volunteer Adviser Role Description**

### **What does an Adviser do?**

1. Explore a client's problem with them, research information to provide options, explanation and help with the choices and consequences the client faces.
2. Provide advice to clients over the phone, face to face and email.
3. Ensure where possible advice leads to positive outcomes for the client, enabling them to feel more confident to deal with their individual problems.
4. Refer clients internally within Coventry Citizens Advice services or signpost to other specialist agencies, the local authority, or partners as appropriate.
5. Maintain detailed case records and financial and non-financial outcomes using our case recoding system, Casebook system.
6. Support the drop-in service in which clients come to the office with their concerns during a two hour period each morning.

### **What qualities do we look for?**

- Passionate about helping people
- Good at building a rapport with others
- Sensitive to other people's needs
- An ability to treat all people with respect and in a non-judgemental manner.
- Logical and methodical with a natural inclination to detail
- Numerate
- Excellent communication skills both verbal and in writing.
- Working knowledge of Office 365, particularly Microsoft Word and Outlook and a willingness to learn new systems as required.
- The ability to research information using reputable sources.

### **Time commitment**

- The time commitment for this role is one day per week, or flexibly to be split into two half days and time for home learning especially during the initial training period. We ask for a minimum of a year's commitment to volunteering due to the time it takes to train as a Volunteer Adviser.

---

## **Disability**

Coventry Citizens Advice is committed to disabled people volunteering.

If you consider that you have a disability under the Equality Act 2020 and require any reasonable adjustments to be made in the recruitment process or volunteering subsequently if appointed, please make sure you tell us separately. We follow the social model of disability which believes that it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.

## **Diversity Monitoring**

We recognise the benefits of having a diverse workforce and will take steps to ensure this. If you would like to see our Equality and Diversity policy then please let us know and we will provide you with a copy.

## **GDPR – How we will use your information**

We will use your application only to inform the selection process - this is our 'legitimate interest' under data protection law. Your application will be kept on record for 12 months after which we will destroy it. If you are successful, it will form the basis of your volunteer record with us. We will hold any data about you in completely secure conditions with restricted access.

We shall consider that by submitting the application form you are giving your consent to the processing of your data in the ways described above.

## **Travel Expenses**

We do not pay for volunteer interview expenses. However, we may reimburse candidates on a means tested benefits for reasonable travel expenses to attend an interview if prior authorisation has been obtained. Once you are a volunteer you can claim reasonable travel expenses.

## **Conditions regarding offers of volunteering**

If you are successful and are offered a volunteer role, we will offer this to you on condition of the receipt of two satisfactory references. One of these should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the post applied for.

**Thank you for taking the time to read this information pack and we look forward to receiving your application.**