



Sheffield Citizens Advice

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Volunteering with Sheffield Citizens Advice

What everyone with some time to spare time and sense of social justice should be doing!

Our volunteers make up a significant amount of our workforce and we rely on you to deliver a large amount of our advice, as well as other services, to the citizens of Sheffield.

You will be part of large workforce made up of almost 200 volunteers and 130 paid staff, who include a diverse mix of people from different communities and faiths, people with disabilities, and both younger and older people. The service reaches across the whole city with smaller teams of people delivering services in different localities.

We need to know what to expect from each other and hope that your volunteering experience will be a happy and productive one.

We will ...

... Provide you with a welcoming environment and someone to go through your induction with you,

... Provide you with training to equip you with the knowledge and skills to do the job, as well as day-to-day support to help you get the most out of your role.

... Make sure that you are supported by the team, including having a named supervisor to call on if you have any concerns.

... Take account, as far as possible, of any personal needs you may have to allow you to become a volunteer.

... Have the opportunity of a meeting with your supervisor every three, months or less frequently if you prefer, to make sure things are going to plan and to talk about new skills you may like to develop.

... Make sure you have the right tools and equipment to carry out your role.

... Have the opportunity to work with people from many of the diverse communities that make up Sheffield, and also to work in a variety of different parts of the city.

... Provide you with a safe workplace and make sure you are insured while you are carrying out your volunteering role.

... Talk to you about any possible changes to the service and get your ideas about how we could be doing things better.

... Give you the chance to go to Sheffield Citizens Advice conferences twice a year to meet colleagues and find out what's going on elsewhere.

... Pay your travel costs and, possibly, childcare costs.

... Recognise and acknowledge your achievements, and we may be able to provide you with a reference if you go on into paid work or another volunteering role.

We ask you to agree to ...

... Commit enough time to be able to complete the training and carry out the tasks for the role you have chosen.

... Agree a plan for which times and days you will undertake your volunteering

... Take responsibility for turning up on time and letting us know if you can't come in so that our clients get the best possible service and your colleagues know they can rely on you.

... Let us know as early as if your plans change and you are no longer able to fulfil the role.

... Contribute to the team by, supporting colleagues and creating a welcoming environment for visitors and clients.

... Attend any training that you have been booked on so that we both make the best use of our valuable time and resources.

... Have a positive attitude to learning and be willing to accept and respond to constructive supervision in order to develop and improve your skills.

... Carry out the role you have chosen in line with our policies and procedures, including our equality, confidentiality and health and safety policies.

... Stay with us long enough to enable the arrangement to be of benefit to both yourself and the clients, and to become an expert in your role.