

# **Communications Volunteer**

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## **What will you do?**

- complete an introduction to Citizens Advice Broxbourne
- promote Citizens Advice Broxbourne so that the people understand what Citizens Advice does and how they can get advice, and how they could become a volunteer
- create leaflets and posters to promote the service, or use existing materials
- use social media, for example, Facebook and Twitter to raise the profile of Citizens Advice Broxbourne
- help to share what Citizens Advice Broxbourne does with your local press or radio station
- write information for Citizens Advice Broxbourne's website and newsletter
- talk to clients and volunteers about their experiences and create case studies
- help arrange a talk or event to promote Citizens Advice Broxbourne to others.



## **What's in it for you?**

- make a real difference to people's lives
- learn about a range of issues that affect our clients such as benefits, debt, employment and housing
- build on valuable skills such as communication, listening, marketing and advertising
- increase your employability
- work with a range of different people, independently and in a team
- have a positive impact in your community.

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 excellent verbal and written communication skills
- have good IT skills
- 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?

We can be flexible about the time spent and how often you volunteer so come and talk to us.



## 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 a Communications volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



## Contact details

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