

## I am interested in becoming a Volunteer

Title: \_\_\_\_\_

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone No: \_\_\_\_\_

Email: \_\_\_\_\_

Please indicate below if you have a preference for how we contact you:

E Mail  or Postal

Which office would you prefer to volunteer at:

Biddulph

Hanley

Newcastle

What role are you interested in?

Initial Adviser

Generalist Adviser

Research & Campaign Worker

Form Filling Adviser



## Benefits of Volunteering

Volunteering for Citizens Advice provides a tremendous benefit to the local community.

Our volunteers benefit from free training, ongoing support and travel expenses. Training results in an accredited qualification which, along with the experience of volunteering itself, helps people develop life skills.

For young people, volunteering provides new experiences, a confidence boost and a path into work or education.

Our older volunteers say it keeps them active, in touch with the community, and means they can 'put something back'.



All volunteers say that they find it a uniquely rewarding experience.

## What do I need ?



Be able to commit  
1 - 2 days a week for at least  
12 months

Good IT Literacy



Good written and verbal  
communication skills

Be non-judgemental, open  
to new ideas and committed  
to working hard for equality.

You do **not** need previous  
experience.

## Who we are

We are an independent registered charity providing legal advice from 3 main offices in Biddulph, Hanley, Newcastle-under-Lyme plus a number of outreaches. We are staffed by 100 paid workers and 110 volunteers.



In 2014-15 our volunteers helped to advise 19,565 people on 22,496 issues. They helped us to manage £15,301,443.76 of debt. They helped us to identify and support clients to claim £2,380,820.00 of welfare benefits.

By volunteering with Us you really can Make a big difference to your to your local Community.



## Where to find us

**Biddulph Office:** 10 Tunstall Road, Biddulph, Stoke on Trent, ST8 6HH

**Hanley Office:** Advice House, 13-15 Cheapside, Hanley, Stoke on Trent, ST1 1HL

**Newcastle-under-Lyme & Kidsgrove Office:** 25—27 Well Street, Newcastle-under-Lyme, ST5 1BP



Want to know more:  
Contact Margaret Collin  
on:  
**01782 408638**  
and leave a message or  
complete and send the  
tear-off slip to our Hanley  
office

citizens  
advice

Staffordshire North  
& Stoke-on-Trent



## We Welcome Volunteers

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The Citizens Advice service aims to:

- Provide the advice people need for the problems they face
- Improve the policies and practices that affect peoples lives