



Merton & Lambeth

INFORMATION VOLUNTEER

Citizens Advice Merton and Lambeth is a local charity dedicated to providing information, support and advice to individuals and families who live, work or study in Merton or Lambeth. We also work to raise awareness and understanding of the challenging issues affecting our clients and communities.

Aim of this role

Information Volunteers are the first people our clients meet when they visit one of our offices. Information volunteers explain our service and make people feel welcome, and support the smooth running of our drop-in sessions.

They are often able to help clients there and then, supporting them to access the information they need using our website and other sources of information, or suggesting other services who can help.

Where there are more complex problems, an Information volunteer will help move clients through to our team of volunteer Advisers who will assess the problem in more detail.

As an Information volunteer you will:

- Use your skills and experiences to help others in need
- Receive volunteer training
- Be part of a friendly and supportive charity team
- Develop transferable skills for employment, training or other volunteering opportunities

Locations

We need Information Volunteers in our main offices in Streatham Hill, Morden and Mitcham. All three offices are well-connected to public transport, and the office in Mitcham has a car park.

We are also looking for Information Volunteers to support our service in outreach locations in Lambeth.

What we are looking for

You do not need specific information or advice experience, but good interpersonal and communication skills are really useful. You'll need the ability to use online resources, and you'll need to be organised, reliable and friendly.



Merton & Lambeth

Speaking another of the languages spoken widely in Merton and Lambeth can also be very helpful.

DBS disclosure is not required for this role if you are based in one of our main offices, though this may be required if you are based in one of our outreach locations. Satisfactory references will be requested when you apply.

Volunteer Training and Support

Before you join the team you'll receive comprehensive training for the role. There is a one-day training session, covering an introduction to the charity, our services, and the volunteering role you will be doing. You will then join the team, supporting clients alongside other volunteers.

Your learning will continue through online training and volunteering experience. After you complete the programme you will receive a Citizens Advice certificate of competence in the role.

You will be supported by the team leader at all times when volunteering within the service who will be on hand to help with any queries or problems.

We also support volunteers with pre-approved travel expenses incurred through volunteering activities.

Commitment

Our offices are open to the public from 10am to 4pm, five days a week. Our volunteers are typically with us for one day per week or more. We are looking for volunteers who are able to be with us for at least 4 hours per day, starting at 9.45am, but we can be flexible.

We agree days and times with you, and these can be changed if needed. If for any reason you're unable to attend we ask you let your team know.

Ideally we're looking for volunteers who expect to be able to be with us for at least 3-4 months, though many of our volunteers are with us for much longer than this.

How to apply

If this volunteering role is for you, then please apply online.