

Project Support Volunteer – Digital Connect



What will you do?

- Process referrals, including contacting clients and making appointments
- Update client profiles using our case management system
- Update project databases
- Scan documents
- Create accounts on our digital education platform
- Publicity (sending our leaflets & emails)
- Other general admin duties



What's in it for you?

- make a real difference to people's lives
- build on valuable skills such as communication, listening and problem solving, and 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 any specific qualifications 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 good listening skills

- have excellent verbal and written communication skills
- have good IT skills
- be able to understand information and explain it to others
- 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?

You will need to be able to commit 6 hours per week, possibility to complete over 2 days, for at least 6 months.



Valuing inclusion

Our volunteers come from a range of backgrounds and we 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 Project Support 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

**Email - digitaltraining@citizensadvicesmidmercia.org.uk
or Call - 01332 321959**