



Autism Information and Advice Service Volunteer



What will you do?

- Complete an introduction to Citizens Advice and specialist training relating to autism.
- To support the Community Hubs Project Officer, Community Engagement Officer and Autism Advisors at events, information days, stands, drop ins and training.
- To assist at events and to be a point of contact for autistic people, parent and carers in attendance.
- To co-deliver training to parents and carers via the Community Hubs.
- Have regular supervision support from the Manager of the team.
- Always remain professional and display best practice to maintain the reputation of the service.
- Be open-minded and committed to improving the lives of neurodivergent people in Derby and Derbyshire.
- Use your existing skills to support the service and those we help.

Some examples of what you could do:

- Run a drop in at a Children's Centre.
- Attend and lead when needed at peer support groups and events.
- Support autistic people to access the right service by signposting and/ or providing information.



What's in it for you?

- This is an excellent opportunity to support autistic people, parents and carers across Derby City and Derbyshire and enhance their quality of life and well-being.
- Attend a range of great events.
- Make a real difference to people's lives.
- Build on valuable skills such as communication, listening and analysing.
- 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.



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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 patience and treat people with kindness.
- Have excellent verbal and written communication skills.
- Be comfortable talking to Neurodivergent people and the general public face to face.
- Enjoy working out in the community.
- Understand the role of an unpaid/informal carer.
- 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 reliable and committed.
- Have good time keeping skills.
- Be willing to undergo a Standard DBS check.
- Be willing to undertake training in your role.



How much time do you need to give?

Ideally, we ask for 6 hours per week, which can be over one day or spread over two days, for at least 6 months.

We can be flexible so come and talk to us.



Valuing inclusion



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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 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 Anisha Smits, Service Manager on asmits@citizensadvicemidmercia.org.uk for more information.

Applying and next steps

If you would like to join The Autism Information and Advice Service as a Volunteer either complete our application form or send us your CV with a cover letter detailing why you would like to work for us and what you would bring to the role. If you can't use a computer or struggle with technology let us know and we can send you an application form in the post. Please call us for the return address information.