



# Media volunteer



## What will you do?

- complete an introduction to Citizens Advice
- promote the local Citizens Advice service 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 the local Citizens Advice
- help to share what local Citizens Advice does with your local press or radio station
- write information for the local Citizens Advice website or newsletter
- talk to clients or volunteers about their experiences
- help arrange a talk or event to promote the local Citizens Advice 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 racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming a media 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**

Please contact [htaylor@citizensadvicebromley.org.uk](mailto:htaylor@citizensadvicebromley.org.uk) to discuss this position.