



Your Local Citizens Advice needs YOU!

The Citizens Advice service offers free and impartial advice for people and communities across Cumbria. We are a charity and rely on grants, donations and community volunteers to keep us active and independent.

In order to continue to improve and enhance our services, we are looking for volunteers to support our service in Allerdale, Copeland, South Lakes, Carlisle and Eden. Why not consider making this valuable contribution to your local community?

The roles available vary depending on which local Citizens Advice you join but all involve helping local people to address their problems and give them the support they need. Whilst specific qualifications or experience are not required, to train for the role, volunteers need to be committed to coming in regularly, be good at listening, have a good manner when talking to people, be open minded and non-judgmental and enjoy helping people. It is also necessary to have competent skills in using a computer. All volunteers are given free training appropriate to their role which might include how to assess people's needs (face-to-face or over the phone) and identify the most appropriate course of action.

Our volunteers say volunteering with us is varied, hugely rewarding and often challenging and you will be part of an enthusiastic, supportive team. Volunteer Expenses are paid.

If you are interested in volunteering, full details of available roles and application processes can be found on the websites of the relevant organisation:

Allerdale Citizens Advice – tel 01900 604735 www.citizensadviceallerdale.org.uk

Copeland Citizens Advice – tel 01946 693321 www.citizensadvicecopeland.org.uk

South Lakes Citizens Advice – tel 015394 46464 www.southlakescab.org.uk

Carlisle and Eden Citizens Advice – tel 03300 563037 www.ca-ce.org.uk