

Research and Campaigns Volunteer



What will you do?

Be a member of the Research and Campaigns team gathering insight on the issues affecting our residents and finding solutions to address the root cause. Depending on your skills and time you may do one or all of the following:

Use our insight to identify common, or unfair, problems that clients come for help about. This may be analysing our data, analysing evidence forms, speaking with advisors, creating surveys

speak with volunteers and staff to understand the cause of the problem, how it affects clients, and what change would solve the problem and present this back in a report

help to organise awareness of the problem. This might involve creating materials, such as newsletters, or presentations, or writing something for social media or newspaper, which could be used to explain the problems to others (such as local councillors, or members of the public

help to organise getting the organisation to engage in a solution, this may be an event, reports or meetings

help National Citizens Advice carry out research about how certain issues affect our clients. This might involve doing a survey with clients to find out how a change in benefit is affecting them.



What's in it for you?

Make a real difference to people's lives

learn about a range of issues such as benefits, debt, employment and housing and the impact on residents and communities

build on valuable skills such as communication, and problem solving, and increase your employability particularly in jobs involving social sciences, communications

work with a range of different people, independently, in a team and within your local community

have a positive impact in your community

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 politically impartial, respect views, values and cultures that are different to your own

have good verbal and written 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 research and campaigns 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

Apply via our website

www.adviceinwestsussex.org.uk/volunteering

**If you have any questions about the role email
volunteer@westsussexcab.org.uk**