

Become a Citizens Advice volunteer

We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

Our national organisation and network of local independent charities help millions of people every year with free, practical advice. This means we really understand the issues affecting people in our society and advocate for changes to policies and practices that will improve lives.

We are supported by volunteers who are at the heart of the communities they serve.

If you want to help us shape a society where people face far fewer problems, this is the role for you.

About the Help through Hardship helpline

The Help through Hardship helpline is a free phone service delivered in partnership between Trussell and Citizens Advice. Operating in England and Wales, the helpline offers personalised advice and support to help address the underlying causes of hunger and hardship, as well as a referral to a food bank if needed.

Help through Hardship helpline volunteer

Role purpose

Give information and guidance to individuals who contact the Help Through Hardship helpline, enabling those who experience hunger and hardship access the most appropriate support to solve their problem.

What's in it for you?

As a Help through Hardship volunteer, you will play a vital role in supporting individuals who contact the Help through Hardship helpline.

- Use your skills and compassion to make a meaningful difference for people experiencing hunger and hardship
- You will regularly help people access emergency food and wider support, often at a critical moment, providing you with a sense of purpose and impact.

	• Volunteer to create longer-term change and ultimately build a future where no one needs a food bank. • Gain new skills and knowledge, and build experience for employment • Improve your health, wellbeing, confidence and self-esteem • Meet new people from a range of backgrounds and ages • Get to know and give something back to the community • Experience expert training and support • Join a new development on a well-established national helpline, delivered in partnership between Trussell and Citizens Advice
What will you do?	Positioned at the start of the caller journey you will • Speak with clients over the phone in a friendly, non-judgemental and professional manner, providing callers with a warm welcome and listening actively to understand their situation, concerns and level of urgency. • Carry out a structured triage assessment to help determine the support needed and next steps required. • Identify people in immediate food crisis and where appropriate issue a food voucher to a local Trussell food bank or signpost to an independent food aid provider • Identify people who may benefit from income-maximisation support, such as help with benefits, budgeting, debt advice, or grants, and make a referral to a Help through Hardship adviser or signpost to local support options • Record the content of the call accurately including agreed actions with the client, ensuring confidentiality and data-protection standards are met. • Recognise safeguarding concerns and escalate them promptly to the designated safeguarding lead. • Access and use Citizens Advice systems to record client interactions. • Keep up to date with Citizens Advice research and campaigns work.
What's helpful for this role?	We are looking for volunteers who: • Are warm, compassionate, empathetic, and committed to making a positive impact in the lives of those experiencing hunger and hardship • Have strong active listening and information gathering skills, with the ability to ask clear and relevant questions. • Have confidence in following structured scripts, processes and decision-making frameworks to identify the appropriate next steps. • Are non-judgmental and respect views, values and cultures that are different to their own

	• Have good verbal and written communication skills • Are comfortable with the use of digital technology to accurately capture call information, including writing up the content of the call, updating records and completing referral forms. • Are willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection • Are willing to undertake training for the role
Time	We hope you can volunteer for a minimum of 8 hours per week which can be done across shifts from 9am - 1pm, or 1pm - 5pm Monday - Friday for a minimum of 6 months. No prior experience or knowledge is required as full training is provided for this role. The training is a mixture of online and in person, including shadowing. It can be done in the office and during your training period you will be supported by the volunteering team and your named supervisor. We can be flexible so come and talk to us.
Location	You will be joining our team at our Head Office in Liverpool Innovation Park (L7 9NJ). We'll reimburse travel expenses.
Additional information	This volunteer role is part of a new initiative on the Help through Hardship helpline that will be piloted and evaluated which might involve providing feedback via a survey or an optional chat about your experience volunteering. The minimum age for this role is 18. Citizens Advice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All volunteers are expected to share this commitment. As part of our safer recruitment process, successful applicants will be asked to self-disclose criminal convictions. We also ask for ID and details of referees. If you'd like to talk through any of the checks before applying, please get in touch.



Valuing inclusion

Equity, Diversity and Inclusion (EDI) is really important to us and integral to all we do. We want to build diverse and inclusive teams, where everyone is welcome and everyone feels like they belong. To be the people's champion we must reflect the people we serve. We particularly welcome applications from people we would like to see better represented in our teams - people of colour, LGBTQ+ people and disabled people.



Get in touch

If you'd like to speak to someone about this role, please contact our volunteering team at

Email: volunteers@caliverpool.org.uk

Tel: 0151 522 1400 Ext: 1729

To apply, please visit our website at <https://www.citizensadvice.liverpool.org.uk/volunteer-opportunities> and complete our application form. Someone from the volunteering team will be in touch via email within 5 working days with more information.