**Community Liaison Volunteer**

**3 – 6 hours a week**



**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 promote Citizens Advice projects to local community groups and organisations.
* create leaflets and posters to promote the service, or use existing materials
* raise awareness of projects and services provided by Citizens Advice Enfield
* help arrange a talk or event to promote the local Citizens Advice
* deliver mini presentations and hand out leaflets on a range of projects delivered by Citizens Advice Enfield



**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 for travel within the borders of Enfield.



**What do you need to have?**

You don’t need specific qualifications or skills, but you will 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. A maximum commitment of **3 - 6 hours per week**



**Valuing inclusion**

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 Community Liaison Volunteer and need flexibility around location, time, ‘what you will do’ and how we can support you please include details in your application.

**To apply:**

**please complete the application process on our website:**

[**http://citizensadviceenfield.org.uk/volunteering**](http://citizensadviceenfield.org.uk/volunteering)