

## Who are we?

Citizens Advice Staffordshire North and Stoke on Trent (CASNS) is an independent registered charity providing legal advice all across North Staffordshire and Stoke on Trent.

We have almost 200 paid workers and about 30 volunteers.

### We aim to:

- **Provide the advice people need for the problems they face**
- **Improve the policies and practices that affect peoples lives**

## Why Volunteer?

As a volunteer at CASNS you'll receive free accredited training and ongoing support and supervision. We pay travel expenses.

- Gain practical work experience
- Develop life skills
- Increase your confidence
- Use your existing skills and experience in a worthwhile cause
- Make a difference to your community
- Do something useful with your time

Our volunteers agree that volunteering with us gives them a uniquely rewarding experience.

## Where are we?

**You can volunteer at any of the following locations. Contact us to find out which days are available.**

### **Biddulph Town Hall:**

High St, Biddulph  
Stoke on Trent, ST8 6HH

### **Hanley Office:**

Advice House  
13-15 Cheapside, Hanley  
Stoke on Trent, ST1 1HL

### **Leek Town Hall**

15 Stockwell St  
Leek, ST13 6HQ

### **Newcastle Office:**

25—27 Well Street  
Newcastle, ST5 1BP

## Want to know more?

Contact Margaret Collin  
on: **01782 408638** or email:  
**margaret.collin@casns.org.uk**  
Or fill in and return the tear-off slip.  
You can find more information  
about volunteering with us at  
**snsCab.org.uk**

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Staffordshire North  
& Stoke-on-Trent

# We Welcome Volunteers



- Free
- Confidential
- Impartial
- Help

**Telephone Advisers**

# Please send me a volunteer application pack

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

We'll send the pack by email if you provide an email address.

**Which office  
would you prefer  
to volunteer at:**

Biddulph

Hanley

Leek

Newcastle

**Return your  
completed slip to;  
Margaret Collin  
Advice House  
13-15 Cheapside  
Hanley,  
ST1 1HL**



## What skills do I need?

You'll need to be able to commit 1/2 a day a week for at least 12 months.

In addition you will:

- ★ Be committed to the aims and principles of the Citizens Advice service
- ★ Be good at listening
- ★ Be IT literate
- ★ Have good written and verbal communication skills
- ★ Be non-judgemental, open to new ideas, and committed to working hard for equality
- ★ Be able to accept feedback on your performance

In **2021/2022** our volunteers donated **£185,179** worth of time to CASNS.

### Clients as volunteers

Many of our volunteers were once clients who want to give something back to the service that helped them.

Having experience of the service from both sides can be extremely valuable. However, it is Citizens Advice policy not to accept current clients as volunteers as there is a risk of a conflict of interest arising.

Please get in touch if you would like to discuss this with us.

## Initial Adviser: Telephone

All our new advice volunteers are trained to be Initial Advisers.

As an Initial Adviser you will likely be the first person a client speaks to when they call the Citizens Advice helpline or use the Citizens Advice Email or Web Chat service.

Most of our Initial Advisers are volunteers and we could not run the service without them.

We'll provide full training.

Most of the training is online but you will need to attend the Hanley office for a couple of days of in-person training. After that you can volunteer at your chosen location.

There will always be a duty supervisor to consult with and to give you support.

**Other Roles:** Once you have some experience, you can choose to train as a form filling adviser or full adviser if you wish to. We also occasionally have opportunities in our specialist teams.

We are committed to being a disability friendly employer. Please contact us to discuss any extra support needs you may have. You can train as an email or webchat Initial Adviser if you can't use a telephone.