



# Financial capability volunteer

Please note this is a role volunteering with children in local schools, so an enhanced Disclosure and Barring Service (DBS) is required, which Citizens Advice Mendip will pay for. There is also the option of volunteering in the evenings or weekends with this role.

## What will you do?

- complete an introduction to Citizens Advice and training for your role
- help to deliver training sessions about managing money, to small groups of clients, or on a one to one basis
- organise training sessions including booking a room, advertising the training and keeping a record of who is attending
- ask for feedback about training sessions and share this with the team
- improve training session and materials used based on feedback

Training sessions might cover:

- how to budget
- how to understand and access credit and loans
- how to use common banking products and services such as bank accounts, direct debits
- the basics of how to avoid debt
- how to save and the benefits of saving
- how to understand common employment paperwork such as payslips
- how to understand other paperwork such as energy and water bills, and how to save money on them



## What's in it for you?

- make a real difference to people's lives
- learn about a range of issues including budgeting, saving and how to manage money
- build on valuable skills such as communication, delivering presentations and working with a range of audiences
- increase your employability
- have a positive impact in your community.

And we'll reimburse reasonable expenses too.



### What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- be friendly, approachable and patient
- be non-judgmental and respect views, values and cultures that are different to your own
- have good listening skills
- have excellent verbal and written communication skills
- have basic maths and IT skills
- be able to understand information and explain it to others
- 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?

Please note this role is not on structured days, and is dependant on the school requirements. A minimum commitment of 6 months is required.

We can be flexible so come and talk to us.



## 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 financial capability volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.

**Laura**



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