

# Social Policy



Location: Regional office & local bureaux

Time required: flexible

Duration: long term minimum 6 months

Pattern: Weekly

Whilst advice may benefit an individual client, it is more effective in the long run to help clients by tackling the root cause of a problem and persuading the policy maker to make a change.

## Purpose of the role

The social policy use the evidence from bureaux to lobby for change on behalf of Citizens Advice. They produce reports and briefing papers, and work with ministers and officials, regulators and other organisations.

## Main duties and responsibilities may include:

- Monitor trends in bureau enquiries, to identify issues for potential local or national social policy work.
- Monitor the Social Policy Bulletin, Citizens Advice and other publications and newsletters.
- Network with other people involved in social policy work within Citizens Advice, locally, regionally and nationally.
- Network with other local groups and agencies involved in social policy work.
- Maintain detailed records for the purposes of information retrieval, statistical monitoring and reporting.
- Work within the bureau's wider systems and procedures

## Personal skills and qualities that an Adviser needs:

- Understanding of the importance of social policy work.
- Understanding of key current social issues, and their potential impact on clients.
- Commitment to the aims and principles of the CAB service.
- Ability to give feedback clearly and sensitively.
- Ability to analyse complex information.
- Ability to work constructively with other agencies.
- Ability and willingness to work as part of a team.

As this volunteer role will involve potential access to client information and personal details it is a regulated position and will be subject to a police record check. For more information on this process please see our website [www.citizensadvice.co.uk/volunteering](http://www.citizensadvice.co.uk/volunteering)



## Training provision

Whilst it would be anticipated that volunteers who are interested in this role would have some prior education or experience in the area of social policy all information unique to Citizens Advice will be covered in your initial training within bureau.

Volunteers who wish to become client advisors will have access to the full Advisor Training programme (ATP). The ATP is a fully accredited 16 week training course

Citizens advice actively encourages and invests in the development of our volunteer team as new training becomes available you will have the opportunity to increase your skills and access training which relates to your role within the organisation.

## Benefits and support

- Reimbursement of travel expenses ( with valid receipts )
- Reimbursement of lunch expenses (with valid receipts )
- A contribution towards your childcare costs
- Accredited training
- Managerial support & supervision
- Access to the volunteer network and volunteer forum
- Monthly volunteer recognition draws.

## Contact

If you are interested in this role or would like to discuss the potential for your volunteering in more detail please contact the

Volunteer coordinator  
Citizens Advice  
46 Donegall Pass  
Belfast  
BT7 1BS

Tel:028 9023 1120  
email: [volunteering@citizensadvice.co.uk](mailto:volunteering@citizensadvice.co.uk)

Alternatively contact your local Citizens Advice Bureau  
full details are available from our website [www.citizensadvice.co.uk](http://www.citizensadvice.co.uk)

