

Citizens Advice Rotherham and District Home Working Volunteer Opportunities - January 2021

For all advice or reception based volunteer roles listed below, previous experience is not needed, unless stated, however across all roles we do look for people who are:

- Committed and passionate about making a difference to people's lives
- Have a positive can-do attitude
- Comfortable using IT - Google/Zoom etc
- Reliable - be able to commit to agreed days and times
- Polite, professional and good at listening
- Able to talk and type and input simple data and text accurately on our case recording system
- Have a good level of literacy and numeracy
- Be open minded and non judgemental
- Enjoy helping people and working as part of a team

Please note our service runs Monday to Friday 9.00am - 5.00pm - At the moment all of our staff and volunteers are home based and this will continue throughout 2021. Please note we do not have any opportunities for volunteering outside of these hours, although our e-learning training can be accessed and completed at any time that suits you, although any feedback will be given in our usual working hours.

Role	Minimum time commitment	Overview
Telephone/ Video Adviser	2 days per week	To apply for this role you need no previous advice work experience, but should be caring, empathetic and be able to speak to clients in a considerate and professional way. Basic type and talk skills are required. We will train you to research our Advisernet platform and give full detailed advice on a wide range of issues over the phone and by video chat with our clients. You will be fully supported by our Training Supervisor to reach the level where you can give advice (training takes approx 2-3 months of online elearning, observations with trained advisers and group zoom training sessions before you will be taking calls with supervision)
Assistant Call Screener/Receptionist	1 day pw	To apply for this role you will have some previous experience in a customer/client facing role and a professional and caring telephone manner. You will be trained to have a clear understanding of our Values, Aims and Principles. Depending on your previous experience you will be taking incoming calls and logging basic information onto a google spreadsheet within 2-3 weeks.
Macmillan Cancer Support Advocate	We currently have no volunteer opportunities with the	Advocates empower and enable people living with and beyond cancer to: <ul style="list-style-type: none"> - Express their views

	Cancer Advocacy team.	<ul style="list-style-type: none"> - Ask for what they want and need - Obtain services they're entitled to - Safeguard their entitlements - Advocates help people to be in control of their own lives and support them to make decisions by: <ul style="list-style-type: none"> - listening, giving time and understanding - finding information and explaining it - looking into practical support options - helping people to make choices by speaking alongside them <p>This could include:</p> <ul style="list-style-type: none"> - Helping someone to sort out the questions that they want to ask the doctor - Finding out which agencies can help someone manage at home - Helping people to access the benefits and services they are entitled to - Getting support for carers and family
Healthwatch Steering Group Members	We currently have no volunteer opportunities with the Healthwatch steering group	<p>We are looking for people with an interest and/or experience in health and social care to become part of a new steering group. The group will help set engagement priorities for the coming year and help the Healthwatch team to ensure that the voice of Rotherham patients, carers and residents are at the heart of commissioned services.</p> <p>The group will meet on a monthly basis, in the first instance this will probably be via an online platform such as Zoom or Skype whilst social distancing rules are in place.</p> <p>We are looking for members from all sections of the community especially those which are hard to reach so we can give a true representation of our town.</p>
Healthwatch Social Media Volunteer	3 half days per week	<p>Do you have good knowledge of social media platforms, access to a computer or tablet and good communication skills? This could be the role for you!</p> <p>We are looking for someone with a friendly, outgoing personality to share articles and news online under the Healthwatch banner. You will be able to signpost users to other services for support, help to promote our awareness campaigns and actively encourage people to share their experiences of health and social care in Rotherham, so we can act on these views to improve care.</p>
Trustees	Evening meetings one evening every	We are looking for people who can commit to attending bi monthly 2 hour board meetings which

	<p>other month 5pm -7pm</p>	<p>are usually held early evening and if you have a particular interest in Finance or HR - 1 hour bi monthly sub committee meetings, which are held early evening or if possible during the day. Being a trustee is not just for those with a wealth of knowledge and experience. It is a great way to grow your work experience, as you can get involved in so many different areas, and you get a great strategic view of charity leadership. Everything that comes up, you can learn from and take back into the workplace.</p> <p>Jan 2021 - we are currently looking for a trustee with a background in health services.</p> <p>We are particularly keen to achieve a more diverse board of trustees and welcome applications from all sections of the community.</p>
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