



**Rotherham
& District**

Volunteer - Community Outreach

Be the face of Citizens Advice Rotherham in your community! As a Community Outreach volunteer, you will raise awareness of our vital services and support local fundraising initiatives through events and public engagement. You will receive a full induction and comprehensive training to prepare you for the role. Once you begin, you will be fully supported and supervised to ensure you feel confident and effective in highlighting the support our local office offers.



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, LGBTQIA+, and people from Black Asian Minority Ethnic (BAME) communities.



Role purpose:

We are seeking enthusiastic volunteers to provide high-quality community engagement and outreach support to promote our services and connect with the wider public. You will highlight the advice and support we offer to our clients by representing Citizens Advice Rotherham at local events, outreach sessions, and fundraising activities.

In addition, you will act as a key link between our local office and the community to ensure our services remain visible and accessible to those who need them most. Inductions and relevant training will be provided to volunteers who can demonstrate a passion for making a difference and who possess the strong communication and interpersonal skills required for this public-facing role.



What we ask of you:

To volunteer for a minimum of 4 hours per week Mon- Fri 9am-5pm for at least 12 months (this can be flexible and spread across the week). - please ask for more details if these are of interest

to you.



What you'll do:

As a Community Outreach Volunteer, you will be the vital link between our office and the people of Rotherham. Your core activities will include:

- **Public Representation:** Acting as a proud ambassador for Citizens Advice Rotherham & District (CARD) at supermarket stalls and information hubs to ensure our services are visible to everyone.
- **Event Engagement:** Attending high-profile community events—such as the Rotherham Show and Rotherham Pride—to engage with the public, hand out materials, and answer general enquiries about our support.
- **Fundraising Support:** Assisting with local fundraising initiatives, including charity pub quizzes and collaborative events held in partnership with local businesses.
- **Community Hosting:** Taking a lead role in running our CARD Coffee Mornings, creating a welcoming space for residents to learn more about our work in a relaxed environment.
- **Strategic Collaboration:** Working closely with our Fundraising and Communications Officer to execute campaigns that broaden our reach and deepen our engagement across the entire Rotherham borough.
- **Relationship Building:** Developing positive connections with local residents and businesses to foster a supportive network for our charity's mission



We need you to:

We are looking for individuals who are passionate about people and proud of their local community. To be successful in this role, you should:

- **Be a Confident Communicator:** Have excellent verbal communication skills, with the ability to talk to people from all walks of life—whether at a supermarket stall or a local festival.
- **Possess Networking Flair:** While digital skills are a plus, we are looking for someone with the outreach and engagement skills to build relationships with local businesses and community groups.
- **Have Strong Written Skills:** Have good written English to help assist with promotional materials or event signage.
- **Be the Face of CARD:** Be naturally friendly, patient, and approachable, ensuring every member of the public feels welcome when they visit a CARD stand.
- **Be Inclusive & Respectful:** Be open and non-judgemental, with a deep respect for views, values, and cultures different from your own.

- **Show Passion for Change:** Be committed and passionate about making a tangible difference to the lives of people across Rotherham.
- **Maintain Professional Standards:** Be willing to learn and follow the Citizens Advice aims, principles, and policies, including a strict commitment to confidentiality and data protection.
- **Be Eager to Grow:** Have a positive attitude toward learning and a willingness to undertake specific training for your role.
 - **Have an Eye for Detail:** Maintain excellent attention to detail when setting up event stalls or managing fundraising donations.



What will you get out of it?

- Build on valuable skills such as communication, listening, marketing and advertising
- Build on and develop skills
- Increase your employability
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- Work with a range of different people, independently and in a team.
- Have a positive impact in your community.
- You will join a service committed to its values of being Generous, Responsible and Innovative, with a commitment to making a difference to the lives of our community.
- Our volunteer roles are rewarding and our volunteers benefit from their experience of working with us whether it is to meet new people, help people with the problems they face, make a difference to people's lives or gain new skills.
- As a volunteer you'll receive a full induction and training, as well as support and supervision throughout your time volunteering with us, and opportunities for development.
- We will support you with any support needs in order for you to volunteer



Interested?

Find out more on our website:

<http://www.citizensadvicerotherham.org.uk/volunteering/>

Or email: volunteer@citizensadvicerotherham.org.uk