

**Volunteers needed!**

Citizens Advice East Lancashire is looking for volunteers to give support to the residents of East Lancashire with the issues they are facing in their lives.

We welcome applications from anyone who would like to help their neighbours. You will receive extensive online and practical training and full support in helping people.

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| What you will need: | What you will do: |
| * Willingness to help people in the community
 | * Greet people over the phone and in person
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| * A non-judgmental and genuine attitude
 | * Gather information about people’s issues in a supported and confidential environment
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| * Enjoy finding solutions
 | * Help people to understand how to resolve their issues
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| * Able to do basic calculations
 | * Take action and support clients
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| * Some IT skills
 | * Signposting, referrals, Letter writing, form filling and so on…………
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| * 8 to 10 hours a week
 | * Work over 2 half days or 1 full day and have some flexibility
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| * Enjoy working with a team
 | * Get to know like-minded people and help people to live better lives
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We hope you will decide to support your local community and apply to become a volunteer for Citizens Advice East Lancashire.

Please visit our website, where you can complete an application<https://www.cael.org.uk/volunteering>

If you would like more information, you can contact us at recruitment@cael.org.uk