

Volunteer Programme



Purpose of the Volunteer Programme

Our volunteer pathways are designed to support clients facing barriers such as health issues, low literacy, digital exclusion, or language difficulties. Volunteers progress through structured stages, gaining skills, responsibility, and confidence as they go. Support is tailored so volunteers can grow at a comfortable pace.



Community Volunteer Pathway

Suitable for anyone who wants to make a direct impact by working closely with people facing barriers such as language, literacy, digital access

Timeframe	Title	Key Responsibilities
0–2 months	Community Volunteer Trainee	<ul style="list-style-type: none">• Complete face-to-face and community hub training• Shadow AdviceLine and observe hub sessions• Begin understanding CAM• Learn about data capture
2–4 months	Community Volunteer Welcome Support	<ul style="list-style-type: none">• Trained to Meet & Greet Clients• Explain what CAM offers• Make referrals• Signpost to relevant organisations• Manage the queue
3–4 months	Community Volunteer Advisor	<ul style="list-style-type: none">• Continue Level 1 responsibilities• Support clients during sessions• Supporting with translation if you speak another language• support with online forms & transcribing• Report trends and issues
4–6 months	Advanced Community Volunteer Advisor	<ul style="list-style-type: none">• Confidently supporting clients independently• Independently completing client records
6+ months	Proficient Community Volunteer Advisor	<ul style="list-style-type: none">• Lead community or satellite hub sessions independently• Regularly attend our bespoke pop up events• Opportunity to progressing to Welfare Benefits Volunteer



Welfare Benefits Volunteer

Ideal for volunteers with 6+ months' experience and/or strong written English skills, who are ready to take on more responsibility as a Welfare Benefits Volunteer.

Timeframe	Title	Key Responsibilities
0-3 months	T2 Volunteer Trainee	<ul style="list-style-type: none">Shadow Tier 2 Advisors (Face-to-Face & Housebound)Research referral topicsObserve form-filling sessionsDeepen understanding of benefits
3-5 months	T2 Volunteer Support	<ul style="list-style-type: none">Assist a T2 AdvisorHelp with admin and form tasksBuild a buddy-style relationship for learningEnhance mentoring skills of Advisors
5-6 months	T2 Welfare Benefits Volunteer	<ul style="list-style-type: none">Independently support form-filling and transcriptionConfidently ask questions and seek guidanceProvide high-quality dedicated form supportStrengthen T2 service capacity



What our volunteers say



What aspects of volunteering did you enjoy the most?

Helping the clients with hands on support

I really enjoy providing help and support to people and finding solutions to their problems.

The most rewarding aspect is learning new things regarding regulations and laws, building communication and empathetic skills while being professional.

Helping people with form filling online.

Being able to help others whilst working as part of a team.

100% of our
volunteers said
they would
volunteer with us
again!

