

Thank you for your interest in volunteering with Citizens Advice Manchester

At CAM, we are committed to providing a high-quality service to our clients and supporting them in the best way possible. To help us achieve this, we follow a thorough recruitment process to ensure that our volunteers align with the core values we strive to uphold:

Responsibility, Solution-Focused, Inclusivity, and Integrity.

We value every individual who joins our team, and our recruitment process reflects our commitment to accessibility. We offer several ways for you to engage with us, learn more about the roles, and find the best fit for you.

We are currently looking for Community Volunteers and Welfare Benefits Volunteers - please see role specifications to learn more about the roles.

[Community Volunteer Role Specification](#)

[Welfare Benefits Volunteer Role Specification](#)

Volunteering slots we currently have available

Community Volunteers:

Monday - 9:00AM - 12.30PM - Abraham Moss Library

Monday - 1:30PM - 4:30PM - Arcadia Library

Wednesday 9:30AM - 1PM - North City Library

Friday 9:30AM - 1PM - Avenue Library

Wednesday 9:30AM - 1PM - North City Library

Welfare Benefits Volunteers:

This role does not have set hours, but you will be expected to commit to a minimum of **one full day per week for training**. Once you reach competency, you will be expected to complete at least **two client appointments per week**. These can be arranged on set days but scheduled in a way that works best for you.

Recruitment

The recruitment process will be the same for all volunteer roles. Most volunteers will begin by supporting in our **Community Hubs** for six months before progressing to a **Welfare Benefits Volunteer** role. However, if you already have relevant skills and experience, you may be able to move directly into Welfare Benefits training.

Here's how the recruitment will unfold:

1. **Written Application (Closes on 30th September):** If you are not successful at this stage, we will contact you by email. If you are successful, we will progress you to the next stage and call you on 1st October and we will contact your referee to request a reference.
2. **Telephone Interview (1st October):** If we receive a high number of successful applications, we may contact you on the phone number you provide. This short call will be an opportunity to discuss the role and assess whether it is a good fit before inviting candidates to a face-to-face interview

3. **Interview Day (3rd October):** Shortlisted candidates will be invited to attend a face-to-face interview. This will last no longer than 30 minutes.
4. **Training Day (10th October):** Applicants who are successful at the interview stage will be invited to attend a training day on this date.

Once appointed, you will receive full training on the role. Additionally, there may be an opportunity to cross-train into the other role, allowing you to expand your skills and experience.

If you have any questions please contact via the below

- Volunteers@Citizensadvicemanchester.org.uk
- 0161 552 4820

Please apply using the following link -

https://docs.google.com/forms/d/e/1FAIpQLSdEpkvfptcKo5TZcDh25fZ4gny8NNWBa_8aMIbV0GGyn-saeA/viewform?usp=header