



Community Outreach Adviser Volunteer

About the role.

Citizens Advice Woking is looking for Community Outreach Volunteers to help us take free, independent and confidential advice directly into local communities.

As part of our Canalside Community Advice Project, you'll support our Outreach Adviser in delivering advice sessions in trusted community settings, helping local people access the support they need. You'll play an important role in making our service welcoming and accessible, particularly for residents who may face barriers such as language, digital exclusion or a lack of confidence in accessing services.

This is a fantastic opportunity to make a real difference while gaining valuable skills, experience and accredited training.



What will you do?

You will work alongside our Outreach Adviser to:

- Welcome clients and help them feel comfortable accessing the service.
- Explain what support is available and what will happen during their appointment.
- Help people complete basic forms where appropriate.
- Support community engagement activities and promote Citizens Advice within local neighbourhoods.
- Assist with interpreting or communication where appropriate (following training).

- Signpost people to relevant local services and activities.
- Help gather feedback from local residents to improve our services.
- Maintain confidentiality and follow Citizens Advice policies and procedures.
- Complete any basic administration linked to outreach sessions.



What's in it for you?

As a Community Outreach Volunteer you will:

- Gain valuable experience supporting local people.
- Develop communication, teamwork and community engagement skills.
- Receive accredited Community Interpreter training.
- Improve your confidence and employability.
- Meet new people and become part of a supportive team.
- Help reduce poverty and improve access to advice within your community.

And we'll reimburse expenses too.



What do you need to have?

- **We are particularly seeking volunteers who can speak Urdu, Hindi, Punjabi or Gujarati to help us provide accessible advice and better support our diverse local community.**
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- Develop communication, teamwork and community engagement skills.
- Receive accredited Community Interpreter training.
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How much time do you need to give?

We ask that you commit to a minimum of one day per week.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming an Outreach Advisor Volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.

How to apply

To apply for this role, please complete the Volunteer Application Form using the link below and return it to roz.ferguson@wokingcab.org.

[Volunteer Application form June 2025.docx](#)

Application deadline: Rolling recruitment – applications will be considered as they are received.

We are particularly seeking volunteers who can speak Urdu, Hindi, Punjabi or Gujarati to help us provide accessible advice and better support our diverse local community.



Contact details

If you would like to find out more about becoming a Community Outreach Volunteer with Citizens Advice Woking, **please contact Roz Ferguson at roz.ferguson@wokingcab.org** for further information about the role and the application process.