

Citizens Advice Mendip calls for more volunteers to help in cost-of-living crisis

Citizens Advice Mendip is now looking to recruit new volunteers to help people struggling with problems ranging from benefits and tax credits, debt and Universal Credit to housing.

Last year saw an unprecedented demand for its services from over 3,600 people with more than 16,000 problems across the District. It can only do this work thanks to its 44-strong team of volunteers.

The charity is looking mainly for volunteer Advisers to handle incoming calls on its Adviceline. No experience is necessary as full training will be provided, but basic IT skills are essential. Above all it requires a non-judgemental attitude and a desire to empower local people who need help. Trainee volunteers will be expected to successfully complete self-study modules, supplemented by online sessions with a supervisor, and to commit to a minimum of two half-day sessions a week.

Dave, a longstanding volunteer on the Somerset Adviceline service, commented: 'Adviceline work keeps my mind active. Every call is different and that can be both exciting and challenging. A great supervisor team is always at hand to guide you, so you're never on your own. And the gratitude of the clients that I have helped over the years makes it all worthwhile.'

Citizens Advice Mendip volunteers come from all walks of life and choose to volunteer for a variety of reasons. They are often looking to gain valuable experience or use their existing skills in new ways. Many want to have an impact in their community and find a sense of purpose in helping others.

Ian Byworth, CEO of Citizens Advice Mendip said: 'We're seeing more and more people needing support with managing energy costs, budgeting and debts as costs spiral. So, you can really make a difference by volunteering with us. Volunteers really are the life blood of our organisation. As well as helping the local community, you get a lot back. We'll give you all the training you need and would love to hear from you.'

To apply, visit the website

<https://www.citizensadvicemendip.org.uk/volunteer.html> complete the online form and the charity will be in touch to talk about next steps.