

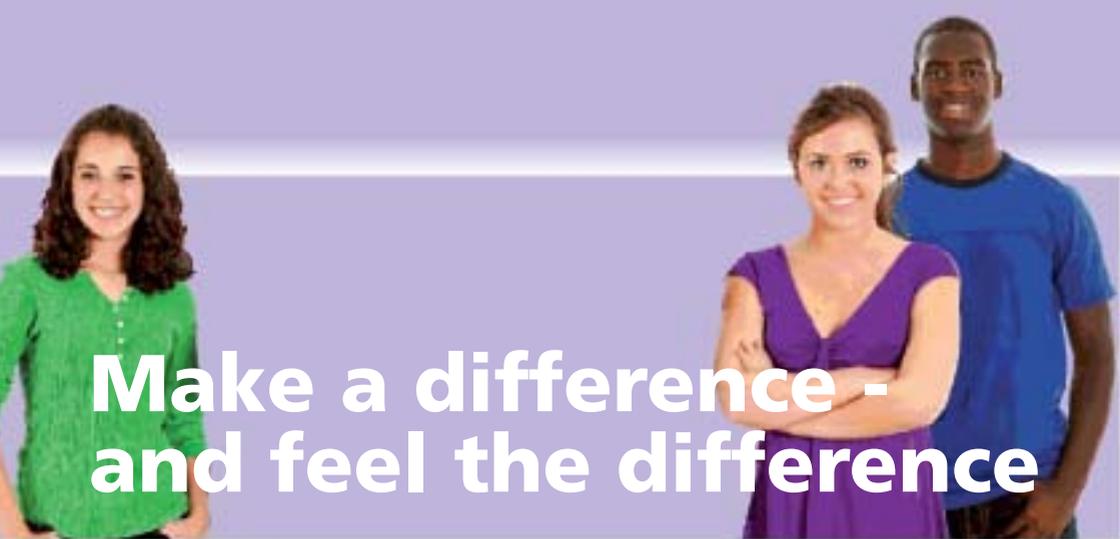
# Volunteer



**Volunteer and make a difference**

Skills and experience from your local CAB

**citizens  
advice  
bureau**



# Make a difference - and feel the difference

Citizens advice bureaux offer free and independent advice on just about anything!

We deal with everything from consumer complaints and personal debt to welfare benefits, housing and employment problems and much, much more.

Nearly 80% of the people who keep each citizens advice bureau (CAB) in Scotland running are volunteers, providing vital help to hundreds of thousands of people each year.

## **Make a difference – and feel great**

Volunteering in your local CAB brings a real sense of achievement. Knowing you're making a real difference to people's lives feels really good! But that's not the only benefit you'll gain from helping out in your local bureau.

## **Kick-start your career**

Whether you're studying or looking for work, volunteering in the CAB will help you gain essential, practical experience that will boost your future prospects by providing lots of skills you can demonstrate. CAB volunteering can help you:

- Learn problem-solving techniques
- Improve your people skills
- Gain confidence in speaking to all kinds of people in the course of your work
- Show you can work in a team.

Around a quarter of volunteers leaving us move into paid employment, with another 10% moving into further education.



## Students welcome!

If you're studying, we know you'll have study and exam commitments. We'll make it as easy as we can for you to give your time and knowledge to the CAB and its clients.

And remember – no matter what role you choose in the CAB, we'll provide you with the training and support you need to fulfil it with confidence.

## Don't take our word for it

Here's what some previous young volunteers in bureaux across the country have said about their time in the bureau.

*"I joined to expand my experience and knowledge. I enjoy the social contact with both clients and CAB workers. It's opened up my career horizons – I may even do advice work full-time when I graduate."*

*"I wanted hands-on experience of problem-solving, and I also think bureaux are really well respected by the public and employers. I've found I've really enjoyed it – it's something I'd like to continue with. You feel you've made a difference to people's lives!"*

*"I joined because one of my friends had told me it had really benefited her. I think they've given me a lot more than I've given them. It's given me a chance to work with clients before I become a solicitor."*

## What's on offer?

There are lots of ways in which you can make a difference – and reap the benefits – to your local CAB. Some of the roles performed by volunteers include:

- Advising clients
- Administration
- Fundraising
- Social policy work
- IT support and development
- Management Committee membership
- Marketing and promotion

**Contact your local bureau to find out more about what's on offer in your area.**

## Get in touch

If you'd like to find out more about how you can help make a real difference to other people's lives by volunteering, get in touch.

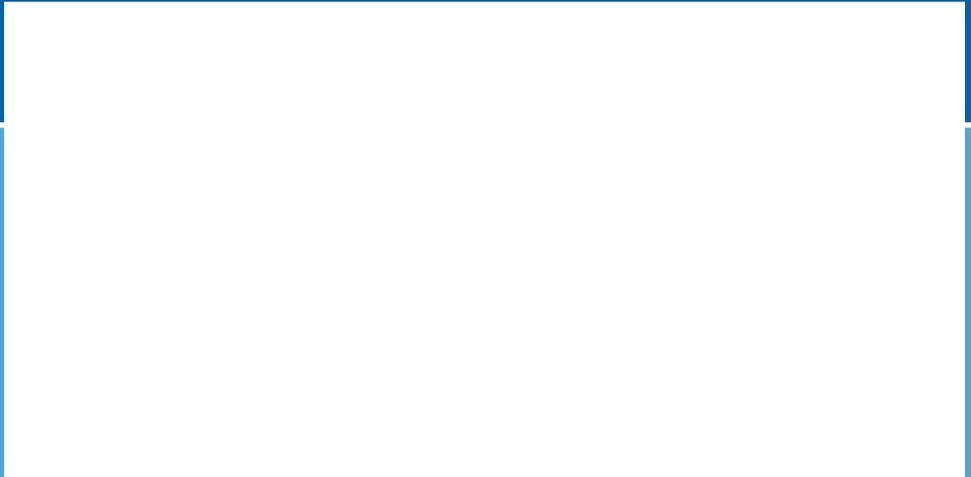
## To contact the Citizens Advice Scotland Volunteer Support Team:

- email [volunteer@cas.org.uk](mailto:volunteer@cas.org.uk)

## To find your local bureau:

- Visit the Adviceguide website [www.adviceguide.org.uk/scotland](http://www.adviceguide.org.uk/scotland) where you can find out more about your rights for yourself
- Visit the Citizens Advice Scotland website [www.cas.org.uk](http://www.cas.org.uk) to find out more about your local bureau and its opening hours
- Look in the phone book under "citizens advice bureau"
- Use the contact details below.

## Your local CAB is:



Produced by The Scottish Association of Citizens Advice Bureaux -  
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