

## Primary Roles

**Reception:** Great opportunity to gain frontline experience and find out if Citizens Advice work is for you. First point of contact for clients, relevant to most other roles at Citizens Advice.

**Assessor:** Gain experience across the whole range of advice areas and insight into client issues. This role includes face-to-face contact as well as work on the telephone and answering emails. Assessors will play a vital role in our new Adviceline service.

**Adviser:** Full Citizens Advice training leading to the national "Citizens Advice certificate in generalist advice work" and working to national Advice Quality Standard.

**Specialist:** Opportunities to specialise in and develop casework skills are available for specific subject areas (e.g. welfare benefits, housing, debt) and/or to work with more vulnerable clients.

**Advice Supervisor** Experienced advisers are encouraged to use their skills to support colleagues with service delivery and development. Plays a key role in supporting quality, developing individual volunteers and working with the wider team.

## Opportunities

There are a number of roles for volunteers at Citizens Advice, suiting many different goals for volunteering - short term, medium and long term.

This leaflet touches on just a few of the key ways you can help deliver our important service and some of the skills you can develop along the way.

For an informal chat about volunteering opportunities, just call us on one of the numbers below.

Alternatively, you can email us or have a look at our website:

[www.citizensadvicewokingham.org.uk](http://www.citizensadvicewokingham.org.uk)



Our contact details:

Wokingham  
Waterford House  
Erftstadt Court  
Berkshire  
RG40 2FY  
0118 978 7258

Woodley  
Headley Road  
Woodley  
Berkshire  
RG5 4JA  
0118 944 1298

You can also contact us by email at:  
[volunteer@citizensadvicewokingham.org.uk](mailto:volunteer@citizensadvicewokingham.org.uk)

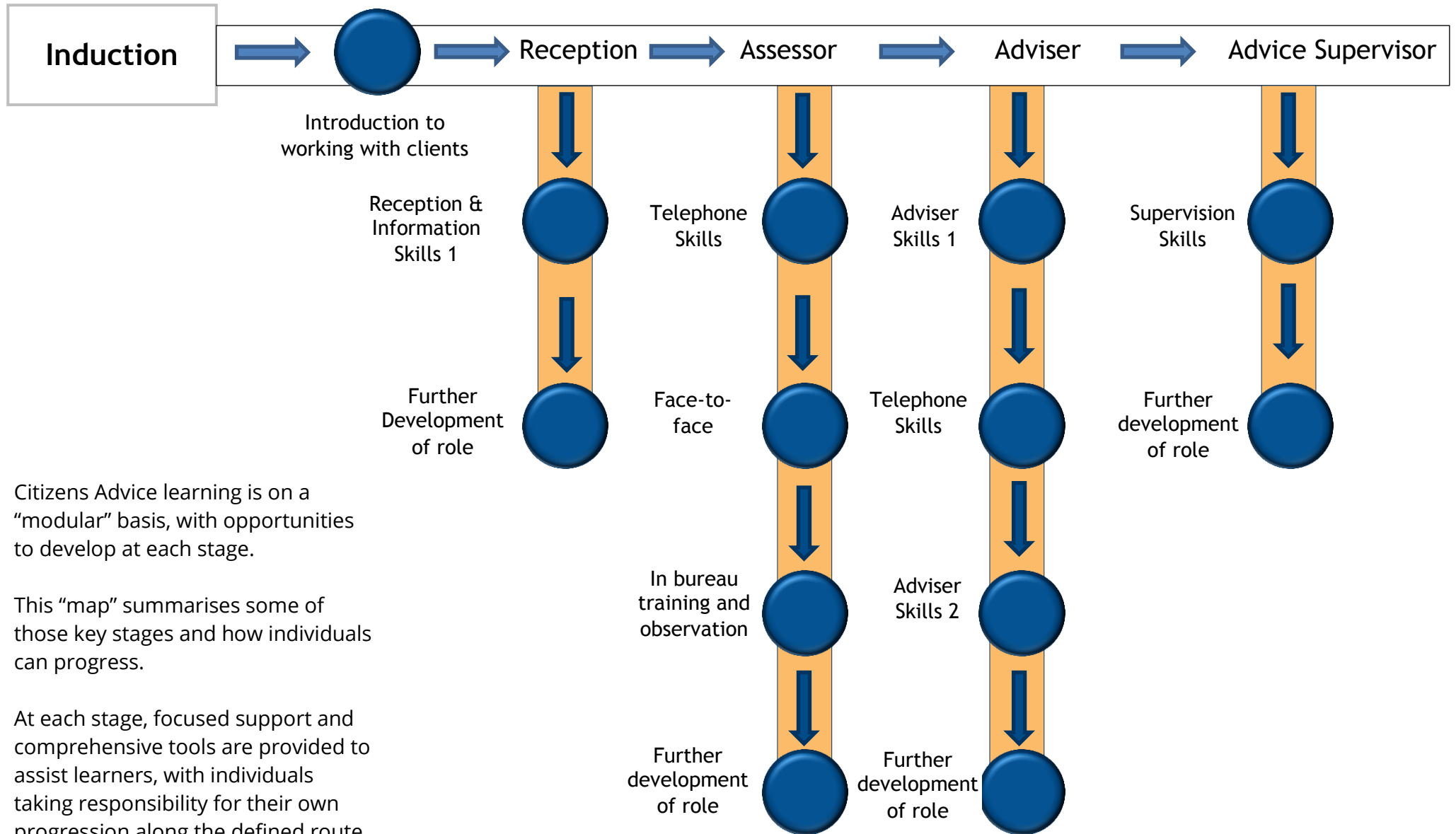


## Volunteer Pathways

*Opportunities for  
Volunteer Development  
and Progression at*

***Citizens Advice  
Wokingham***

# Volunteer Career Pathways at Citizens Advice Wokingham



Citizens Advice learning is on a “modular” basis, with opportunities to develop at each stage.

This “map” summarises some of those key stages and how individuals can progress.

At each stage, focused support and comprehensive tools are provided to assist learners, with individuals taking responsibility for their own progression along the defined route.