

## **Rural Outreach Volunteer**

**Time Commitment:** Ad-hoc approx 4 hours a week, Flexible

**Locations × 3:** Villages around Royston; Ashwell and Sandon/Wallington/Rushden/Weston.

### **Context of Role:**

The Rural Outreach Project was set up to promote awareness of Citizens Advice North Hertfordshire (CANH) across our rural communities. Its aim is to ensure that those living in rural villages and hamlets know how to access our services albeit through our website, drop-in service, Adviceline and/or through community workshops and events. We are continuing to build our Rural Outreach Volunteer team to achieve this and are looking for additional volunteers to ensure coverage across the whole of rural North Hertfordshire.

### **Duties and Responsibilities:**

Flexibility is needed according to location and facilities available within each location, main tasks include:

- Forge links with local organisations, for example, parent and toddler groups, local WI, village hall groups, parish councillors, etc.
- Attend local events to talk about Citizens Advice North Herts (CANH) and explain who we are, what we do and how we can be accessed
- Arrange specific informative talks eg, Scams Awareness, Financial Capability workshops, Cost of Living support presentations, Energy Awareness etc
- In association with CANH Comms Team, access local media, for example, parish magazines, notice boards to place posters or promotional material
- Help improve our local social media presence
- Signpost clients when and where appropriate

### **Personal Skills and Qualities:**

- Excellent verbal and written communication skills
- Friendly and approachable with a cheery, can-do attitude

- A desire to help people within your local community
- Experience of using social media desirable
- Ability to be self-motivated but also to work as part of a team
- Able to communicate with people at all levels
- Understanding of, and commitment to, the aims and principles of Citizens Advice and its equality and diversity policies

### **What's in it for you?**

- Flexible role which can be done from home or out of either our Letchworth or Royston offices
- Meet new people within our local rural communities and forge working relationships
- Build on valuable skills such as communication
- Reimbursement of travel/parking expenses
- Work with a range of different people, independently and in a team
- Have a positive impact in your local community
- Boost your CV
- Access to our Wellbeing Services programme

### **Valuing inclusion**

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in joining us as a Rural Outreach Volunteer and would like to discuss flexibility around location, time, "what you may do" and how we can support you, please contact us by emailing [volunteering@nhdcab.org.uk](mailto:volunteering@nhdcab.org.uk)