

How can I help?

Citizens Advice County Durham is a charity. We couldn't help the people who need us without our volunteers. You can volunteer with us in lots of different roles. We value all levels of skills and experience, and provide full training. We're recruiting now, as we need to support so many people through the cost-of-living crisis.

- Giving information and advice
- Trustee
- Administration
- Reception
- Customer support
- IT Support
- Research and campaigns

You can volunteer with us in flexible ways. Call us/email us to find out more.

Citizens Advice helps people find a way forward.

We give free, confidential and independent advice to help people overcome their problems. We're a voice for people on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

If you're interested in volunteering, we'd love to tell you more.

Call us: 0191 933 1661

Email us:
volunteer@citizensadvicecd.org.uk

Check our website:
citizensadvicecd.org.uk/volunteer

We are  The people's champion.

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Citizens Advice County Durham
Registered charity number 1151790.

Make a difference

Help us get people through the cost-of-living crisis



**citizens
advice**

**County
Durham**

What we do

Citizens Advice is a charity that helps people find their way forward. Last year we helped 2.55 million people with their problems. This year, we're on the front line of the cost-of-living crisis, and more people than ever need our support.

As a charity, we can't do what we do without our amazing volunteers. We're an inclusive and welcoming organisation and we're here for everyone. If you have 8 to 10 hours a week to give, we'd love to hear from you.

We can be flexible so come and talk to us.

"To see the results when you really help someone, feels like a firework inside."

We're seeing more and more people coming to us for help with the cost-of-living crisis, needing our support with managing energy costs, budgeting and debts. Here are some of the types of advice we give:

- Benefits
- Debt and money
- Housing
- Work
- Consumer issues, including energy
- Law and courts
- Immigration
- Family

A 2-way street

We value all experiences and backgrounds, and need a mix of skills to deliver our services. We provide full training for all roles, and our volunteers find their time with us enjoyable and rewarding. Some people find it helps their confidence, and others find it supports their career development with valuable experience and learning opportunities.

"Volunteering gave me the confidence to help people. You surprise yourself with how much you can learn and I feel good that I live in the area and I am helping my own community." - Kathleen

"I joined Citizens Advice because it has got a good reputation, it's a trusted and well-known name and has good social values. I wanted to help make a difference to people's lives and gain valuable experience." - Kyle