

Volunteering with us

Thanks for your interest in finding out more about Citizens Advice Doncaster and volunteering with us. This pack will give you more information about our current volunteer roles and how to apply.

**citizens
advice**

**Doncaster
Borough**

<https://www.cadoncasterborough.org/>



About us

As a volunteer at Citizens Advice Doncaster Borough, you're joining the Citizens Advice service which is a network of around 260 local Citizens Advice across England and Wales.

Citizens Advice aims to:

- **provide the advice people need, for the problems they face**
- **improve the policies and practices that affect people's lives**

Volunteers have been central to the Citizens Advice service since the first 200 local Citizens Advice opened in 1939.

Today, the Citizens Advice service has 16,000 trained volunteers and 7,000 paid staff who provide an advice service to over 2.7 million people a year in 3,500 locations in a range of ways including, face to face, over the phone, by email and web chat.

www.cadoncasterborough.org/



What we do

We provide free, confidential, impartial and independent information and advice to anyone that needs it

People can access the service by phone, email, online, at local drop-in sessions and by face-to-face appointment.

Our main centres of operations are The **Civic Office** in the town centre, **Stainforth** and **Mexbrough**.

But our outreach advisers are out in the local community every day of the week. We can help with varied and complex issues including:

- **benefits**
- **debt**
- **employment**
- **housing**
- **family**
- **immigration consumer**

and many other areas.



Our locations



Current Volunteer Roles

General Advisor

This role involves supporting clients to understand their problems and take practical steps toward resolving them. You'll speak with people by phone, online or face to face, explore their situation, find accurate information, and help them understand their options.

Some examples of what you could do:

- Help clients with debts to work out a reasonable amount to pay back, and make a phone call to an organisation they owe money to.
- Explore what benefits a client is entitled to and help them to complete a benefit application form.
- Help a client who has problems with their landlord to understand their housing rights.
- Benefit checks maximise income



[Find out more](#)



Whats in it for you?

**We know volunteering is a real commitment,
Your time is valuable, and volunteering with us puts
it to meaningful use.**

Volunteering at Citizens Advice Doncaster will allow you to

- Make a real difference to people's lives
- Learn about a range of issues such as benefits, debt, employment and housing.
- Build on valuable skills such as communication, listening and problem solving, and increase your employability
- Work with a range of different people, independently and in a team.
- Have a positive impact in your community.

Among many more.....



**Join our team &
Make a Difference**

Training

As a new volunteer at Citizens Advice Doncaster, you'll be supported by our whole team. Everyone here started as a beginner, so you'll always have someone to turn to as you settle in.

Training is an essential part of how we deliver a high-quality service to people across Doncaster. We follow nationally recognised Citizens Advice standards, and while the learning is flexible, it does require commitment.

Your training will blend self-study, e-learning, practical coaching, and opportunities to observe real client work.

All volunteers also complete core modules on client confidentiality, safeguarding, and GDPR, ensuring we maintain the trust our community places in us.

By the end of your induction, you'll feel confident, supported, and ready to make a real difference for local people.



What our Volunteers say

“Volunteering has taught me so much, not just practical skills, but the importance of really listening, understanding people, and meeting them where they are. I love being part of a supportive team where we work together to make advice accessible and empowering. For me, it’s about more than giving back it’s about belonging, contributing, and finding real joy in helping others



Chris - Volunteer



Nigel - Debt Supervisor

Moving from volunteer to paid colleague was genuinely life-changing for me. Volunteering rebuilt my confidence at a time when I needed it most, and the team made me feel like I belonged from day one. By the time a role came up, I’d grown so much, in skills, in belief, and in feeling part of something bigger. Getting the job wasn’t just a career step; it felt like I was being given a future.

How to apply

Overview

Citizens Advice Doncaster welcomes volunteers from all backgrounds who want to make a positive difference locally.

Apply Online

Submit your application via our online form, which will include:

- Personal details
- Availability
- Relevant experience or skills
- Reasons for volunteering

Provide clear and honest information.

→ **Paper forms available on request.**

Informal Interview

If suitable, you'll be invited to an informal interview to:

- Discuss your interest and role details
- Confirm availability and expectations
- Answer your questions



[Click here to apply.](#)



Find out more

There are plenty of ways that you can find out more about Citizens Advice Doncaster.



www.cadoncasterborough.org



[Email us](#)



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Registered company number: 10860886 England
Charity registration number: 1174228 | Authorised & regulated
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Citizens Advice
Proud to support the
LGBTQ+ community