

Research and campaigns

One of Citizens Advice Mid Lincolnshire's recent campaigns is to stop unfair employment issues such as having to pay a premium to work or working without a formal contract. An example of another campaign is to stop unfair actions of landlords during a tenancy and other housing issues such as revenge evictions or houses not being fit to live in. An example of a national campaign is Citizens Advice's [Universal Credit campaign](#)



What will you do?

- complete an induction to Citizens Advice and training for your role
- identify common, or unfair, problems that clients come for help about
- help volunteers and staff in the local Citizens Advice understand the cause of the problem, how it affects clients, and what change would solve the problem (by talking to clients or writing a summary)
- help to organise a campaign with the aim of raising awareness of the problem. This might involve creating materials such as newsletters or presentations, or writing something for social media or newspaper, which could be used to explain the problems to others (such as local councillors, or members of the public)
- help to organise a campaign with the aim of getting the organisation (person or elected body such as MP, AM or local councillor) that is causing the problem to change the way they do things. This could mean meeting with the organisation, person or elected body, writing to them or holding an event
- help the national Citizens Advice service carry out research about how certain issues affect clients in your local area. This might involve doing a survey with clients to find out how a change in a benefit is affecting them



What's in it for you?

- meet new people and increase your social circle
- build your self-confidence
- learn about a range of areas such as benefits, debt and housing, and how problems in these areas can affect clients
- gain access to free, certificated, nationally-recognised training
- build on valuable skills such as communication, research, campaigns, how to engage with a range of audiences and working with clients
- increase your employability
- make a real difference to people's lives
- have a positive impact in your community and on broader society

And we'll reimburse expenses too.



What do you need to have?

You don't need any specific qualifications but you'll need to:

- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different from your own
- have excellent verbal and written communication skills
- be able to understand complex information and explain it (verbally and in writing) so that others understand it
- have experience of using IT and the internet
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role at both our sites, if required



How much time do you need to give?

We can be flexible about the time spent and how often you volunteer so come and talk to us.



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.



Contact details

If you are interested in becoming a research and campaigns volunteer and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us. Please email Jess and Sherrin via: recruitment@citizensadvicemidlincs.org.uk for an application pack.