



**Bournemouth
Christchurch
& Poole**

Reply to:

BCP Civic Centre
Bourne Avenue
Bournemouth
BH2 6DX

Bournemouth
Library
22 The Triangle
Bournemouth
BH2 5RQ

Volunteering Frequently Asked Questions:

Administration 01202 290967
Advice Line 0808 2787 939
Fax 01202 203660
www.citizensadvicebcp.org.uk

Will I have to complete an application form/have an interview?

We conduct group interviews for all our volunteer roles, which is not only an opportunity for us to ask you questions but also for you to learn more about Citizens Advice Bournemouth Christchurch & Poole and be sure we are somewhere you would like to volunteer.

Do I require specific skills to volunteer with you?

It will depend on which role you are interested in. Some roles require specific skills, however in many of our roles we do not ask for specific skills as we will develop these through training and support.

Will I get my expenses paid?

Citizens Advice Bournemouth Christchurch & Poole reimburses volunteers for reasonable 'out-of-pocket' expenses for travelling to the office (parking is not included). Lunch will be reimbursed when a volunteer attends external training events where lunch is not provided.

What age restrictions are there on volunteering with you?

Volunteers need to be 16 years old or over. There is no upper age limit for volunteers.

Will volunteering with you affect my Jobseeker's Allowance?

If you are receiving certain state benefits you might have a responsibility to inform the relevant agency before you start volunteering. Volunteering with us will not affect Jobseeker's Allowance (JSA) PROVIDED YOU:

- Take reasonable steps to find a job (e.g. answering advertisements, signing up with any agency, and taking other steps required by the Job Centre)
- Can be available for work for 40 hours each week



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- Inform the Job Centre that you are volunteering
- Can take up work or attend interview within 48 hours.

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We can help you by providing a standard letter stating that you:

- Don't get paid, only reimbursed actual out-of-pocket expenses
- Can be contacted whilst volunteering at the service if a job opportunity becomes available
- Can be available at a certain period of notice to start work or attend an interview (must be less than 48 hours).

Will volunteering with Citizens Advice affect my other benefits?

Please visit <https://www.citizensadvice.org.uk/benefits/benefits-introduction/how-volunteering-affects-your-benefits/> to find out more about whether volunteering can affect benefits.

I work full time, can I still volunteer?

The service's normal working hours are 10am – 4pm Monday - Friday, and volunteer opportunities will usually be limited to these hours. We may ask for help with evening sessions that we run and Trustee Board meetings usually take place after 6pm. Therefore, for those working weekdays, the range of volunteer opportunities will be limited.