



Research and campaigns volunteer role profile

Purpose of the role

To co-ordinate, promote and be involved in all research and campaigns activities

Main duties and responsibilities include:

Support to staff and volunteers

Provide support and guidance to advisers on research and campaigns work

Help advisers to identify suitable cases for research and campaigns work.

Ensure all staff and volunteers are able to complete Evidence forms and regularly contribute evidence from their clients

Collate office Evidence Forms and highlight themes to staff and volunteers

Recruit, train and support other research and campaign volunteers or interns

Issues

Keep up to date with research and campaigns issues

Monitor trends in enquiries, to identify issues for potential local or national research and campaigns work.

Provide data for specific R&C activities such as press releases

Monitor the Research and campaigns round up, Citizens Advice and other publications and newsletters.

Ensure contribution to National campaigning issues

Deliver at least two locally led campaigns per year

Client voice

Work closely with the Participation worker to ensure client voice is incorporated in all aspects of R&C activity

Profile

Network with other people involved in research and campaigns work within Citizens Advice, locally, regionally and nationally.

Maintain the profile of research and campaigns within the

Contribute research and communications messages to external communications and social media

Report on research and campaigns issues at workers' meetings.

Promote discussion on research and campaigns issues and campaigns.

Involve staff and volunteers in appropriate research and campaigns activities.

Training and development

Act as main contact on research and campaigns issues for trainees.

Provide one-to-one coaching on research and campaigns issues for advisers, as required.

Run small group sessions for staff on aspects of research and campaigns.

Report to training and development officer on individual and team learning needs in relation to research and campaigns work.

Effectiveness

Review the effectiveness of existing research and campaigns work.

Review the priorities for research and campaigns work within the .

Evaluate research and campaigns initiatives.

Make proposals for new research and campaigns initiatives.

Produce written reports on any of the above, as required.

Professional development

Attend relevant internal and external meetings, as agreed with the manager.

Participate in own supervision and appraisal.

Identify own learning needs and appropriate ways of meeting them.

Administration

Develop and maintain an effective system for handling and monitoring Evidence Forms.

Ensure LARFs are submitted evidencing impact of R&C activities

Develop and maintain systems for recording and monitoring research and campaigns work

Maintain detailed records for the purposes of information retrieval, statistical monitoring and reporting.

Other duties and responsibilities

Uphold the aims and principles of the CAB service.

Work within the service's policies and values, especially equal opportunity and anti-discrimination and political impartiality policies.

Work within health and safety guidelines and principles, sharing responsibility for own health and safety and that of colleagues.

Carry out any other appropriate tasks requested by the manager, to ensure the effective delivery and development of the service.

Personal skills and qualities that a research and campaigns co-ordinator / worker needs:

- A strong sense of justice.
- Understanding of the importance of research and campaigns work.
- Understanding of key current social issues, and their potential impact on our clients.
- Commitment to the aims and principles of the Citizens Advice service.
- Ability to give feedback clearly and sensitively.
- Good report-writing skills.
- Ability to analyse complex information.
- Ability to work constructively with other agencies.
- Ability and willingness to work as part of a team.
- Ability to work on own initiative, within given guidelines.
- Desire to continue learning.
- Good IT skills, particularly Excel, and willingness to learn further IT packages.
- Good level of written and spoken English.

Time commitment

Ideally the volunteer will be able to contribute 1 day/7 hours a week to research and campaigning activities.

Reporting

This role reports to the Director