

## Benefits to you

People volunteer for lots of different reasons. Sometimes they want to give something back because they have been helped in some way themselves or they know they have been fortunate in life and that life doesn't always work like that for other people. When you work with Advice Space, we want to make sure that volunteering benefits you as well.

- ✚ You might make new friends
- ✚ You will, in some cases, gain a new qualification
- ✚ You will get good training that may help you get a job in the future
- ✚ You will grow in confidence
- ✚ You will learn how to work as part of a team
- ✚ You will be able to use your supervisor as a referee when applying for jobs or other volunteering opportunities
- ✚ Lastly but perhaps most importantly you will have FUN!

## Impacts

### How you will contribute to our aims and mission

In our mission statement we say that

*“Through service excellence, we exist to create positive impacts for individuals and communities, by providing clarity and solutions on the issues affecting them.”*

This is what you will do every time you attend your local office.

### Why we exist and how you contribute

Advice Space exists to

- To provide the advice people need for the problems they face in Belfast and beyond
- To improve the policies and practices that affect people's lives by having strong relationships with those who are affected and with the decision makers who create them.

Training as a **digital adviser or adviser** have the most obvious impact on these but everyone regardless of their role has the opportunity to make an impact – we work as one team. Clients need to be treated with dignity, respect and know that we all care – this happens when they speak to a **receptionist**. If their problem isn't serious or it's something that is dealt with by a different organisation maybe they could be helped by a **client care coordinator**. When someone tells us, they want to volunteer it's important that they speak to someone to get the right information, **our volunteer recruitment worker and volunteer coordinator** are ideally placed to take them through the process.