

We need you.

Get involved today!

Solving problems, changing lives –
making society fairer



Volunteer Case Studies & Stories Coordinator – Remote and/or based Shoreham-by-Sea

Role Purpose

We are looking for a talented storyteller to help us build a powerful picture of our impact, by collating case studies, stories and outcomes from clients, staff and volunteers.

Do you love the challenge of telling a good story? Do you enjoy listening to other people and learning about their experiences? We're looking for a great communicator with a flair for the written word to help us develop a bank of stories.

We help clients with advice and information on a range of issues from benefits, debt, housing, employment and much more. We're looking to capture their experiences of working with us, so we can recognise and demonstrate the impact our work has had, and to strengthen the messages we share about our service.

As a volunteer case studies and stories coordinator, you will:

- Interview clients over the phone or via video call or email to build a picture of how our advice or support has made a difference to them
- Collate stories, case studies and outcomes into a meaningful and organised portfolio and resource. We can then use this for reporting our impact to funders, press releases and general communications.

**citizens
advice**

in West Sussex
North South East

- Develop good relationships with key staff and volunteers
- Ensure confidentiality is maintained and permissions are collected and recorded
- Maintain excellent records and administrating our stories portfolio

As a volunteer case studies and stories coordinator, you need to have:

- The ability and willingness to listen without judgement
- A flair for writing with accurate spelling and grammar
- A willingness to learn how to use our internal case recording database system
- The ability to work on your own initiative

Specific qualifications and experience are not required to take on the role. However some experience dealing with the general public is desirable.

Other Information

This role can be based at our office at Citizens Advice Shoreham-by-Sea working alongside the Senior Communications and Marketing Officer or home-based, with full training, support and contact via phone and video conferencing e.g. on Microsoft Teams. If working remotely you will need to have your own IT equipment and access to Wi-Fi for digital training.

We ask our Volunteer Case Studies & Stories Coordinator to volunteer for at least half a day a week (Mon - Fri). This is a longer term volunteer role that requires a minimum of 6 month commitment.

We pride ourselves on having a diverse workforce and welcome all applications from people with all range of abilities for the skills that they bring.

If you are interested please email volunteer@westsussexcab.org.uk for more information about our roles and application process. Alternatively you can apply via our website: www.advicewestsussex.org.uk/volunteering