

# Volunteer Recruitment Charter

## Our Commitment:

At Citizens Advice Plymouth, volunteers are a key part of our service, and we regularly recruit them to support and enhance the work that we do. This charter details our approach to recruitment via our guiding principles, to which we are committed.

## Our Principles:

### 1. Equality, Diversity and Inclusion (EDI)



Citizens Advice Plymouth is committed to providing equal opportunities for all individuals interested in volunteering. We recognise the unique strengths that everyone brings to our organisation and welcome individuals with different skills, experiences, backgrounds and perspectives. We strive to build a diverse and inclusive volunteer community that represents the clients we serve.

### 2. Advertisement and accessibility



Citizens Advice Plymouth advertise our volunteer opportunities across a range of platforms, engaging with local communities to ensure we reach potential volunteers from different backgrounds. We work continuously to remove barriers ensuring everyone, including those with diverse needs, can fully take part in our recruitment process.

### 3. Roles and adaptations



Citizens Advice Plymouth have a wide range of volunteering roles and opportunities. Where possible we adapt and create opportunities for prospective volunteers to match their skill sets and ambitions.

### 4. Transparency and communication



To ensure prospective volunteers can engage fully with the recruitment process, each stage is explained in our advertising and communication. We respond promptly and provide updates and outcomes including, where required, the reasons behind any decisions taken.

### 5. Commitment & flexibility



Citizens Advice Plymouth invest in our volunteers. This includes time, resource and ongoing support and development. To ensure that volunteering remains sustainable, Citizens Advice Plymouth requests a minimum commitment of 8 hours per week per volunteer. We understand that volunteers may have other personal and professional commitments to meet. We will endeavour to be flexible to these needs as much as possible, whilst also considering of the needs of our service and organisation.

### 6. A positive and managed exit



When a volunteer decides to leave Citizens Advice Plymouth, we follow a standard procedure to withdraw them from the service. This includes an exit interview which will help us understand your reason for leaving. Feedback is welcome to ensure the continuous improvement of our service, processes, and the volunteer experience.