

VOLUNTEER SOCIAL POLICY COORDINATOR ROLE DESCRIPTION

The Social Policy Coordinator will work with partners across the Citizens Advice network. They will act as a bridge between the CAS Impact Team and their bureau, ensuring awareness of the national advocacy plan as well as key campaigning and advocacy messages. In addition, they will play a role in identifying local issues and provide support with local campaigns.

Main Duties

- Review cases identified by advisers and decide if they are social policy issues.
- Edit and/or supply additional information for social policy cases identified by advisers to ensure the social policy feedback sent to CAS is effective.
- Generate statistical reports from CASTLE to support bureau publications and take appropriate action to resolve client problems highlighted by advisers.
- Identify local issues and contribute to campaigning and advocacy initiatives.
- Conduct local research to provide evidence for campaigns and advocacy.
- Work with other Social Policy Coordinators and bureaux staff across D&GCAS and the network in social policy initiatives.
- Participate in relevant network events, campaigns, and research.
- Act as a bridge between the CAS Impact Team and bureau, ensuring awareness of the national advocacy plan as well as key campaigning and advocacy messages.

Skills & Attributes

- A strong desire to tackle the root cause of the problems people face and to work to strengthen their rights.
- Some knowledge and understanding of the policy areas dealt with by the Citizens Advice Bureau.
- Good written and oral communication skills.
- Good judgement and ability to work both independently and collaboratively.
- An ability to analyse material and present the results in a clear, concise and accessible manner.
- An ability to effectively represent the views of the organisation to internal and external audiences.

How much time do you need to give?

We ask for a minimum of 3 hours per week. Many of our volunteers give one full day or two half days per week. Our Volunteers come from a range of backgrounds that fully represent our community.

Other ways to get involved.

If this doesn't sound like the role for you but you would still like to help us. There are plenty of other ways you can do so. Other kinds of volunteering roles include:

- Adviser
- Triage Adviser
- Receptionist
- Board Members

Apply to Volunteer

If you're ready to take the next step and find out more, fill in our [online form](#) on our website and we will be in touch.

April 2026