



Why did you join Citizens Advice Bath & NES?

I knew a client of Citizens Advice who told me about what a great team they were and how much they cared for people.

What's it like volunteering for the charity?

After being out of work for 3 years, it was nice to receive positive feedback for the work I was doing. The flexible hours also helped me transition back into a work environment.

It's fantastic to be part of a group of people who are so committed to a great cause and who really make a difference in society. The regular social events with my team also gave me a boost.

What is the most surprising thing you found at Citizens Advice?

1. That it's a charity and not part of the government.
2. How much they do for so many people that nobody really knows about.
3. How many volunteers are involved with the charity. It's inspiring to see so many people working together to help others.

What have you got out of volunteering?

My last admin job was in 1997. Volunteering helped me update my IT skills. The team I volunteered with helped cancer sufferers who were so in need of support. So, I also got a great feeling of doing something good for other people and a huge sense of achievement.

Jo Jones
Volunteer