



THE IMPACT OF OUR VOLUNTEERS

**William Leonard- Team Leader
General and Community Services**

Volunteers are the cornerstone of Hamilton Citizens Advice Bureau, providing vital support to individuals and families facing a wide range of issues from welfare benefits, debt and housing, to employment and consumer rights.

Every week, our dedicated volunteers contribute their time and skills to ensure people in our community can access free, confidential, and impartial advice. Many come from diverse backgrounds, bringing unique life experiences and a shared commitment to helping others.

One of our volunteers shared, “I joined because I wanted to give something back. The training and support have been excellent, and I’ve learned so much about the community and myself.”

Volunteers assist in a variety of roles from frontline advisers and receptionists, to administrators and trustees. Each role plays a critical part in keeping our service running smoothly and ensuring clients are treated with dignity and respect.

The impact of our volunteers is significant. Last year alone, Hamilton CAB helped thousands of residents resolve problems that were affecting their health, finances, and wellbeing. Behind every resolved case is a team of volunteers who made it possible.

Whether offering a listening ear or helping someone navigate a complex benefits system, our volunteers change lives every day. Their contribution is not only valuable, but also essential.

If you’re interested in finding out more about volunteering with Hamilton Citizens Advice Bureau, please [get in touch](#) or [apply here](#), as we would love to hear from you.