



How to apply?

Simply complete the application form and submit it to your local CIS. If you need further details before making up your mind, please contact your local Citizens Information Centre via <https://centres.citizensinformation.ie/>

We may short-list candidates for interviews based on the information contained in your application form. Applicants will be interviewed to assess their suitability for this type of work. All applicants will be notified of the outcome of their application.

CIS has a volunteer recruitment policy that is non-discriminatory. Applicants will not be discriminated against on the basis of gender, marital status, family status, sexual orientation, religion, age, disability, race, or membership in the Traveller community.

Persons holding elected public office or those who are prominent in political parties are not encouraged to act as volunteers.

What are we looking for from you?

- Enthusiastic
- Eager to learn
- Great with people
- Motivated
- Committed
- Flexible
- Available
- Team Players

We ask for a minimum of one year of service, which includes a probationary period of three months.

Citizens Information 

Volunteer Leaflet

Volunteering for your Citizens Information Service (CIS)

Citizens Information 

Supported and Funded by the Citizens Information Board



Would you like to get involved in a voluntary activity with a difference?

If you enjoy meeting people, would like to work as part of a team, and believe that you can explain services and entitlements to the public in a simple layperson's language, then volunteering in your local CIS might be the right fit for you!

This guide explains what we do in the CIS. If you think you would like to join us in our mission, please read this guide, consider the responsibilities involved, contact us for further details if necessary, and complete our application form.

In return for your time and dedication, you will:

- Contribute actively and give something back to your community
- Use your skills and knowledge
- Learn new skills and knowledge
- Engage in an activity that you really enjoy
- Meet new people
- Gain valuable training and experience
- Become an active citizen
- Make a positive difference

What is your CIS?

CIS provides free, confidential, and impartial information to anyone who seeks it. There is no charge for the service, and it is available to everyone in your community. We all have information needs, and we encourage everyone to use our service. We provide information on various topics, including;

- Employment Rights
- Income support
- Social welfare
- Family Matters
- Health Services
- Housing
- Education
- Immigration

If you volunteer with CIS, what will you do?

- You will assume roles such as reception, administrative support and information provision
- You will be asked to commit to either a full day or two half days per week. Each CIS will determine the minimum hours per week commitment required
- You will work as part of a team and address a wide range of inquiries
- You will participate in ongoing training in the main areas of services and entitlements
- You will develop the expertise to find the right answers and share that information with other people
- You will partake in regular quality reviews, where the manager sits in with you while you deliver information to the public
- You will use online systems and databases, so a certain level of computer literacy is required

