

*“My experience at NCAN has led to further opportunities for me.”*



*“I would definitely recommend volunteering to others, especially those who, like me, have not had a lot of work experience and are unfamiliar with the job market.”*

## **Sive Poto**

3<sup>rd</sup> Year – BA Geography & International Development  
Norfolk Community Advice Network

I volunteered with NCAN for 1 and ½ years, carrying out follow up interviews with service users and presenting the information. I was also made Team Leader which involved providing training and support to our group of volunteers.

I started volunteering because I wanted work experience and also a chance to see which careers I would like to go into after I graduated from university. NCAN works with a lot of different organisations so this particular role proved to be perfect for me and I got a chance to see how the legal system works as well as the voluntary sector. I was eager to build my communication skills, being someone who is naturally shy.

Volunteering at NCAN has been hugely rewarding on a number of levels. I have improved my communication skills through the many hours of talking to service users over the phone and watching how those in the office communicate with service users too. I learned a lot about topics such as health, wellbeing and the welfare system as my supervisor was happy for us to research any topics which we were interested in which linked to our work and gave us the opportunity to attend conferences and meetings about the work they did. I gained a lot of confidence and experience in using excel and graphic designing software to present data which I have since used in other jobs. Above all I have also made really good friends and contacts. My experience there has led to further opportunities for me and I have since started two roles where the skills I gained at NCAN have been instrumental in my being selected.

Volunteering allows you to actually do valuable and varied tasks in a huge range of sectors and can often be your foot into the door in those sectors.

