

Citizens Advice Volunteer Application form

If you need this form in another format, please contact our Whitehaven office on 01946 693321 or our Millom office on 01229 772395.

Personal details

Surname:		First name:	
Address and postcode:			
Email address / contact telephone number:			
Preferred method of contact:			

Volunteer role, skills and experience

1. Are you interested in any particular type of volunteer role(s)?

E.g., Adviser, Trustee, Research and Campaigns, Fundraiser, telephone assessor etc.
[Please note that applicants must be 16 or over to undertake the Adviser role].

2. Describe any relevant skills you have for the role you're interested in:

E.g., talking to people face to face or on the phone, IT skills, helping people learn, speaking / writing in a language other than English, British Sign Language, good verbal / written communication skills, problem solving, co-ordinating teams etc

3. Is there anything you have done over the past few years that you would like to tell us about?

E.g., employment, work experience, volunteering, community activity (Involvement in tenants' associations, school activities, support groups), caring for children, other relatives or friends, classes, training courses etc.

4. Why do you want to volunteer for Citizens Advice? What do you hope to get from the experience?

5. What do you think are some of the main problems facing your community?

Availability

It's useful to know when you will be available to volunteer. Please indicate below the times when you are generally available:

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning 9am-12pm					
Afternoon 12pm-5pm					

6. How many hours per week, or days per week would you like to volunteer for?
7. Are there any times that you're unlikely to be available, e.g. school holidays?

8. Is there anything else you would like to say about yourself?
9. Are there any adjustments we can make to assist you in your application and / or interview?
This information will be treated as confidential.

10. Is there any equipment or support that we can provide to help you carry out the volunteer role itself?
This information will be treated as confidential. Please be assured that we will be supportive in discussing any adjustments with you at any stage of the recruitment and selection process.

References

Please give the names and addresses of two people, who know you in a work related, academic or professional capacity. For example, an employer, teacher or tutor, colleagues or ex-colleagues, or someone who knows you well (other than your family).

Referee 1:

Name:	
Address and postcode:	
Email address/contact telephone number:	
In what capacity do they know you:	

Referee 2:

Name:	
Address and postcode:	
Email address/contact telephone number:	
In what capacity do they know you:	

Our policy on convictions

Having a criminal record is not in itself a barrier to volunteering, and we will only take relevant convictions or sexual offences into account. Our policy is in place to make sure ex-offenders are treated fairly. We consider each offence individually, looking at issues like risk to the client, how long ago it took place, the circumstances and whether they are relevant to the volunteer role.

Anyone with a caution or conviction for a sexual offence against a child or vulnerable adult is considered unsuitable to volunteer.

Please answer the question below

Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974? For more information see: http://hub.unlock.org.uk/knowledgebase/a-simple-guide-to-the-roa/	Yes / No
If YES, please provide details of the offence and the date of conviction:	

If you are concerned about this and would like to discuss your individual circumstances further, please contact our office.

Entitlement to work or volunteer

If you are from outside the EU / EEA, it's important you check you are permitted to volunteer or carry out 'unpaid work' in addition to your main reason for entering the country, to avoid jeopardising your visa status.

If you cannot find the answer clearly on your immigration documentation, contact the UK Border Agency (www.gov.uk/contact-ukvi-inside-outside-uk)

Declaration

All the information I have provided above is accurate to the best of my knowledge

Signed:

Date:

If you have given us any information about your health, disability or access requirements, under data protection law we need your explicit consent to hold or use that information.

We will only use it in order to allow us to make reasonable adjustments and/or to keep you safe, and it will be held securely.

I give my consent for this information to be used by Citizens Advice Copeland.

Signed:

Date:

If you are under 16, please also ask your parent or legal guardian to sign the consent form below.

I understand the volunteer role and possible time commitment and give permission for [volunteer's name] to undertake this role if successful.

Signed:

Date:

Relationship to applicant:

Please return this form to: citizensadvicecopeland@gmail.com or Citizens Advice, Tangier Buildings, Greggs Lane, Whitehaven, CA28 7UH

How we will use your information

The information you give us on this form will be used to help us decide whether to recruit you as a volunteer. It will only be seen by staff involved in the recruitment process and will be stored securely. We will retain unsuccessful application forms for up to 1 year from the date the application form was received.

If you are recruited, we will retain your contact information in order to involve and support you. We will also collect additional information, such as next of kin details, and over time records of training, support meetings and where relevant, appraisals. Again, it will be kept securely, and only those people who need to see your information in order to involve you will have access to it.

All use of volunteer information will be relevant to their involvement, and may include:

- Contacting volunteers when necessary
- Making changes to role, support or equipment to improve accessibility
- Monitoring statistical details of our volunteers
- Providing ongoing support to volunteers
- Monitoring the quality of advice given to clients
- Addressing problems or complaints

If you have any questions about the use of your data, please contact on 01946 693321.

Volunteer diversity monitoring information

The Citizens Advice service is committed to valuing diversity and promoting equality. We encourage and welcome applications from all people, whatever their background, who are interested in applying to be volunteers regardless of age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

In order to achieve these aims we need to know about the diversity of people who apply to be volunteers in the service. Please help us by providing the following information.

All information will be treated confidentially and will be separated from your application form before your application is considered.

If you prefer not to answer any of the questions, please leave them blank.

Age

<25 25-34 35-44 45-54 55-64 65+

Gender

Female Male I prefer to use another term (e.g.androgyne):.....

Ethnic origin

How would you describe yourself?

Choose **one** section and tick the appropriate box within it.

A **White**

British English Scottish Welsh Northern Irish Irish
 Gypsy or Irish Traveller Any other White background, please state.....

B **Mixed Heritage**

White and Black Caribbean White and Black African White and Asian
 Any other Mixed background, please state.....

C **Asian or Asian British**

Indian Pakistani Bangladeshi
 Any other Asian background, please state.....

D **Black or Black British**

Caribbean African Any other Black background, please state.....

E **Chinese or other ethnic group**

Chinese Arab Any other, please state.....

Disability

The Citizens Advice service believes that people are disabled by the barriers society places in their way and not by their own impairments. We believe everyone has a role to play in society and we want the service to benefit from the widest range of talent available.

Do you consider yourself to be a disabled person or do you have a long-term health condition?

Yes No

Sexual orientation

What is your sexual orientation?

- Bisexual
- Gay man
- Gay woman / lesbian
- Heterosexual / straight
- I prefer to use another term (please state):

Transgender

Is your gender identity the same as the gender you were assigned at birth?

- Yes
- No

Religion or belief

Which group below do you most identify with?

- No religion
- Christian (inc. Church of England, Catholic, Protestant & other denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- I prefer to use another definition (please state):

Data Protection Act

As part of the recruitment procedure, we may collect and store sensitive personal data about you. We are required by law to obtain your consent to such data being recorded. It is our policy to store data relating to recruitment procedures for up to a year after the date on which it is submitted. Any information of this nature will be treated confidentially. Sensitive personal data is defined as information relating to any of the following: racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, offences and/or convictions.

For the purposes of the Act the Data Controller is Citizens Advice Copeland

I give my consent to sensitive personal information being recorded and stored.

Signed:

Date: