

Application number (office use):



Citizens Advice Mid Mercia Volunteer Application form

If you need this form in another format, such as larger text or colour contrast then please contact our admin team on **01283 210108**

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)?

For example, Adviser, Receptionist, Digital assistant, Trustee, Administrator, Research and Campaigns, PR and Marketing, Fundraiser, Information Assistant, Adviceline Assessor, Webchat and Email assessor, Mentor etc.

[Please note that applicants must be 16 or over to undertake the Adviser role].

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2. Describe any skills you have that would be useful for the role you're interested in:

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For example, 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, social media skills, etc.

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

For example, 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 09.30am – 13.00pm					
Afternoon 13.00pm – 17.00pm					

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 ideally two people, but one referee is accepted. This could be someone who knows you in a work related, academic, professional or personal capacity. For example, an employer, teacher or tutor, colleagues or ex-colleagues, or someone who knows you well (other than your family).

Referee 1(Essential):

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

Referee 2 (Desirable):

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?	Yes / No
For more information see: http://hub.unlock.org.uk/knowledgebase/a-simple-guide-to-the-roa/	
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 us at hr@citizensadvicemidmercia.org.uk

Entitlement to work or volunteer

If you are not a UK or Irish citizen, 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) EU/EEA nationals from other countries are entitled to volunteer if they have one of the following statuses to volunteer:

- Pre-settled status
- Settled status
- A visa status that allows volunteering (as outlined on the NCVO website: www.knowhow.ncvo.org.uk/your-team/volunteers/recruiting/volunteers-from-overseas)

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 GDPR 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 Mid Mercia

Signed:

Date:

How did you hear about this opportunity?

For example, local citizens advice website, word of mouth, local community, through university or college, volunteering fair, online job advert, or other?

When did you last use the Citizens Advice service?

Former clients can, and do, make excellent volunteers in a range of roles and having been a recent user of our services is not necessarily a barrier to volunteering. There can be times where we might feel a gap between using our services and becoming a volunteer would be appropriate, but this is something we could discuss with you.

Please return this form to the below email

hr@citizensadvicemidmercia.org.uk

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 – this is our 'legitimate interest' under data protection law. 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

You have legal rights over your data, including access to it, and the right to ask that it is corrected, restricted or deleted. There is more information on these rights on the Information Commissioner's Office website: www.ico.org.uk

If you have any questions about the use of your data, please email:

hr@citizensadvicemidmercia.org.uk

