

Citizens Advice Volunteer Application form

Please complete the following sections in as much detail as you can. You will also need to complete a Diversity Monitoring Form which can be found here: [www.citizensadvicetelfordandthewrekin.org.uk/volunteering](http://www.citizensadvicetelfordandthewrekin.org.uk/volunteering)

Once you have complete both forms please return them to Thomas Irvine – Support Coordinator at [thomasirvine@telfordcab.co.uk](mailto:thomasirvine@telfordcab.co.uk). If you have a CV, please also include a copy of this with your application.

If you need this form in another format, please contact Thomas Irvine – Support Coordinator at [thomasirvine@telfordcab.co.uk](mailto:thomasirvine@telfordcab.co.uk)

**Personal details**

|  |  |
| --- | --- |
| **Surname:** |  |
| **First name:** |  |
| **Address and postcode:** |  |
| **Email address:** |  |
| **Contact number:** |  |
| **Preferred method of contact:** |  |

**Volunteer role, skills, and experience**

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| --- | --- | --- |
| **1. Are you interested in any particular volunteer role(s)?**  Please note that not all role listed below may currently be active. To find an up-to-date list of which roles are available go to our website: [www.citizensadvicetelfordandthewrekin.org.uk/volunteering](http://www.citizensadvicetelfordandthewrekin.org.uk/volunteering)  If you believe you have skills to offer which do not fit any of the roles listed below, please give further details under “Other” and we will try our best to accommodate you.  [Please note that applicants must be 16 or over to undertake the Adviser and Debt Administrator roles]. | | |
| Adviser Volunteer |  |  |
| Disability Benefits Specialist |  |  |
| Maintenance Volunteer |  |  |
| Other – Please give further details below |  |  |
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| **2. Describe any skills you have that would be useful for the role you are**  **interested in:**  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. |
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| **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. |
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| **4. Why do you want to volunteer for Citizens Advice? What do you hope to** **get from the experience?** |
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| **5. What do you think are some of the main problems facing residents of Telford and the Wrekin?** |
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**Availability**

It is 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  [insert times, e.g. 9.30 - 13.00] |  |  |  |  |  |
| Afternoon  [insert times, e.g. 13.00 - 17.00] |  |  |  |  |  |

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| --- |
| **6. How many hours per week, or days per week would you like to volunteer for?** |
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| **7. Are there any times that you are unlikely to be available, e.g. school holidays?** |
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| **8. Is there anything else you would like to say about yourself?** |
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| **9. Are there any adjustments we can make to assist you in your application and**  **/ or interview?**  This information will be treated as confidential. |
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| **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. |
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## 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 number:** |  |
| **In what capacity do they know you:** |  |

**Referee 2:**

|  |  |
| --- | --- |
| **Name:** |  |
| **Address and postcode:** |  |
| **Email address:** |  |
| **Contact number:** |  |
| **In what capacity do they know you:** |  |

If you feel unable to provide references and would like to discuss your individual circumstances further, please contact Thomas Irvine – Support Coordinator at [thomasirvine@telfordcab.co.uk](mailto:thomasirvine@telfordcab.co.uk)

Please note we will note take up any references unless you are successful at interview.

**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**

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| --- | --- |
| 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 Thomas Irvine – Support Coordinator at [thomasirvine@telfordcab.co.uk](mailto:thomasirvine@telfordcab.co.uk)

**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](http://www.gov.uk/contact-ukvi-inside-outside-uk))

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| **Confirmation** | |
| Please confirm if you are related to or in a relationship with, anyone who is currently employed, volunteering or is a Trustee at Citizens Advice Telford & the Wrekin? | Yes / No |
| **If yes, please state how you are related to them?** | |
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| **Declaration**  All the information I have provided above is accurate to the best of my knowledge |
| Signed: Date: |

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| **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 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 Telford and the Wrekin |
| Signed:                                                               Date: |

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| **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:**

Thomas Irvine – Support Coordinator at[thomasirvine@telfordcab.co.uk](mailto:thomasirvine@telfordcab.co.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. 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 Nigel Jackson, Resources Manager, Citizens Advice Telford and the Wrekin, 40 Tan Bank, Wellington, Telford, TF1 1HW