Citizens Advice Volunteer Application form

If you need this form in another format please contact your local Citizens Advice **Volunteering@hull-eastridingcab.org.uk**

**Personal details**

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

**Volunteer role, skills and experience**

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| **1. Are you interested in any particular type of volunteer role(s)?**  For example, Adviser or Research and Campaigns. (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:**  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 your community?** |
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**Availability**

It’s useful to know when you will be available to volunteer. Please indicate

below the times when you are generally available:

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| --- | --- | --- | --- | --- | --- |
|  | Monday | Tuesday | Wednesday | Thursday | Friday |
| Morning  9.00 - 13.00 |  |  |  |  |  |
| Afternoon  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’re 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 contact details of two people, who know you in a work related, academic or professional capacity. This could be an employer, teacher, tutor, a colleague, or former-colleague where you have worked or volunteered before. It could also be someone who knows you well (but not a member of your family).

**Referee 1:**

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| --- | --- |
| **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:**

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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 **Volunteering@hull-eastridingcab.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](http://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](https://knowhow.ncvo.org.uk/your-team/volunteers/recruiting/volunteers-from-overseas))

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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 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 Hull and East Riding Citizens Advice |
| Signed: Date: |

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| **How did you hear about this opportunity?**  For example, national Citizens Advice recruitment campaign, local Citizens Advice  website, another website, word of mouth, through your local community or volunteer  centre, through your university or college, through the Open University, at a  volunteering fair or event, through your own experience accessing the Citizens Advice  service, or other? |
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| **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 isn't 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 would discuss with you. |
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**Please return this form to:** [**Volunteering@hull-eastridingcab.org.uk**](mailto:Volunteering@hull-eastridingcab.org.uk)

**Or by post to:**

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| **Citizens Advice**  **Hull Office (Volunteer Support)**  **Wilson Centre**  **Alfred Gelder Street**  **Hull**  **HU1 2AG** |

**How we will use your information before you join us**

The information you give us on this form will be used to help Hull and East Riding Citizens Advice progress your interest or application in becoming a volunteer - this is our ‘legitimate interest’ under data protection law. Our legal basis for collection of special category data, including information about criminal convictions is consent. It will only be seen by staff involved in the recruitment process, and will be stored securely.

We share your data with third parties in order to obtain references, obtain background checks from third-party providers or necessary criminal records checks from the Disclosure and Barring Service for certain roles.

We will retain unsuccessful application forms for up to 1 year from the date the application form was received.

**How we will use your information when you’re a volunteer**

If you are recruited as a volunteer, the information you give us will be used to help us support you within your volunteering role. This is our ‘legitimate interest’ under data protection law. This includes your application to volunteer with us, references, any other checks we have carried out, and other files that make up the volunteer record.

Our legal basis for collection of special category data, including information about criminal convictions is consent.

All volunteer information will be kept securely, and it will only be used by appropriate colleagues involved in supporting and managing volunteers, or dealing with issues such as quality, complaints or problems related to volunteers, this may include:

* Contacting volunteers when necessary or contact next of kin in case of an emergency
* Training records
* Making changes to role, support or equipment to improve accessibility
* Monitoring statistical details of our volunteers
* Providing ongoing support and supervision, including appraisals, to volunteers
* Monitoring the quality of advice given to clients
* Addressing problems or complaints
* Obtaining feedback about your volunteer experience

The Citizens Advice service is a network of independent local Citizens Advice charities which Citizens Advice Hull and East Riding is part of, and of which National Citizens Advice is the membership body. National Citizens Advice will use your data in conjunction with data from other platforms, such as those that deliver digital and telephone advice (currently KCom and Live Engage). This will help us to measure the impact of volunteering, as well as to identify areas of improvements. When used by national Citizens Advice, this information will be anonymised and aggregated so that individuals are not identified.

**How we will protect your data**

We take the security of your data seriously and have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees, volunteers or trustees in the performance of their duties.

**Your Rights**

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](http://www.ico.org.uk)

If you have any questions about the use of your data, please contact [**Volunteering@hull-eastridingcab.org.uk**](mailto:Volunteering@hull-eastridingcab.org.uk)