



Hillingdon and Ealing Citizens Advice

Area Support Office, Key House, 106 High Street, Yiewsley, UB7 7BQ

Your ref:
Our ref: Vol Job App Pack

Phone:
Date: 29th November 2011

Application for Trustee

Dear Applicant

Thank you for your interest in becoming a Trustee with Hillingdon & Ealing Citizens Advice (HECA).

If you wish to offer your services to HECA please read the enclosed information and complete the application and equal opportunities forms in as much detail as possible.

We are sure that you will find working with HECA rewarding, exciting and challenging and look forward to receiving your application.

Thank you for your interest.

Yours sincerely

Norman Beazant
Chair

HILLINGDON ADVICE & INFORMATION LINE 0844 848 7903 Website: www.hillingdoncab.org.uk

Registered office: Hillingdon & Ealing Citizens Advice, Key House, 106 High Street, Yiewsley, Middlesex UB7 7BQ
Charity registration number 1045991, Company Limited by guarantee, Registered number 3028957 England



NATIONAL ASSOCIATION OF CITIZENS ADVICE BUREAUX SERVICE



THE AIMS OF THE SERVICE

To ensure that individuals do not suffer through lack of knowledge ignorance of their rights and responsibilities or of the services available, or through an inability to express their needs effectively.

and equally

To exercise a responsible influence on the development of social policies and services, both locally and nationally.

THE FOUR PRINCIPLES OF THE SERVICE

- Free
- Confidential
- Impartial
- Independent

ANTI-RACISM POLICY

Citizens Advice Bureaux Service, in compliance with its aims and principles:

- Is opposed to all forms of racism and discrimination and is committed to ensuring that all services are equally available to all people.
- Will resist and challenge acts of discrimination and support its clients and staff when confronted with racial harassment.
- Seeks actively to conform to the 1976 Race Relations Act and the 1984 Commission for Racial Equality (CRE) Code of Practice.
- Is an Equal Opportunities Employer and encourages participation of black and other ethnic minority communities at all levels of the Service.

POLICY AGAINST DISCRIMINATION AGAINST LESBIANS AND GAY MEN

This Association resolves, in compliance with its aims and principles, and its Equal Opportunities Policy:

- a) to actively oppose acts of discrimination against lesbians and gay staff;
- b) to challenge acts of discrimination and harassment against lesbians and gay men and to support its clients and staff when confronted with such acts;
- c) to adopt practices to eliminate discrimination against lesbians and gay men;
- d) to fully incorporate into its training, awareness of issues affecting lesbians and gay men;
- e) to make positive efforts to ensure that the service is available to lesbians and gay men and that the specific advice and information needs of lesbians and gay men are met;
- f) to contribute information and support efforts of other groups within the community to make discrimination against lesbians and gay men on the grounds of their sexuality illegal.

- g) to continue to incorporate into its information system items in all subject areas of relevance to lesbians and gay men;
- h) to seek representation from lesbian and gay groups on local Management Committees, Area Committees and Council.

POLICY WITH REGARD TO POSITIVE ACTION TOWARD WOMEN IN THE SERVICE

This Association resolves, in compliance with its aims and principles and its Equal Opportunities Policy to undertake, resource and monitor a programme of positive action to ensure that at all levels and in all aspects of its work, the service:

- a) actively conforms to the Sex Discrimination Act and to the 1985 Equal Opportunities Commission Code of Practice:
- b) actively opposes acts of discrimination, harassment, and sexual harassment against women:
- c) challenges acts of discrimination, harassment and sexual harassment against women and supports its clients and staff when confronted with such acts:
- d) adopts practices to eliminate discrimination, harassment and sexual harassment against women staff:
- e) adapts terms and conditions of employment which eliminate discrimination, harassment and sexual harassment against women staff:
- f) incorporates fully into its training for all staff, awareness of issues affecting women and of their advice needs:
- g) ensures that the training needs of women in the service are met:
- h) seeks specific representation from Womens Groups on all local Management Committees, Area Committees and Council:
- l) identifies levels at which women are under-represented and takes positive steps to ensure full participation of women at all levels of the Service.



APPLICATION FORM TO VOLUNTEER AS A CAB TRUSTEE – CONFIDENTIAL

BEFORE YOU COMPLETE THIS FORM, PLEASE READ THE ACCOMPANYING NOTES.

1 .FIRST NAME(S) :

SURNAME/FAMILY NAME:

TITLE (e.g.Mr/Ms/Other - please state):

2. ADDRESS :

TELEPHONE NUMBER :

3. DATE OF BIRTH:

4. Describe any skills/training/qualifications that you have which could be useful for in the role of trustee.

5. Please tell us about any formal or informal community activities/ voluntary work you have done in the past or you are doing now that may be relevant to your application.

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

7. Why do you want to be a C.A.B. volunteer?

8. REFERENCES

Please give the names and addresses of two people who are not related to you who can tell us about you. (It is our policy to request references for all voluntary and paid staff selected).

1.

2.

We may wish to contact them **before** an interview. May we have your permission to do this? (Your application will not be affected if you say no).

YES/NO

Signature.....Date.....

HILLINGDON & EALING CITIZENS ADVICE

EQUAL OPPORTUNITIES MONITORING INFORMATION

THIS FORM WILL NOT BE SEEN BY THE SHORTLISTING/INTERVIEWING PANEL.

The CAB Service aims to provide equal opportunities and fair treatment for all people applying to be bureau workers, regardless of race, sex, disability or whether they are lesbians or gay men.

The Service is also committed to ensuring that bureau workers reflect the community that they serve. In order to monitor the effectiveness of the Equal Opportunities Policies, we would be grateful if you would complete this monitoring form.

We assure you that:

- The information provided will not be seen by the shortlisting/interviewing panel or form the basis of any part of recruitment and selection.
- The information from the application form is confidential and will only be used for statistics.
- Should you choose not to complete this section, this will not affect your application.

DATA PROTECTION ACT 1998

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 purpose of the Act the Data Controller is Hillingdon & Ealing Citizens Advice.

I declare the information given on this form is correct to the best of my knowledge and acknowledge that by signing this form I have given consent to sensitive personal information being recorded and stored.

Signature.....Date.....

(Continued Overleaf)

POST REFERENCE

A. Please tick FEMALE MALE

B. Please indicate your age group.

Under 25 25 – 34 35 – 44 45 – 59 60 - 64 65+

C. Do you have a responsibility for the care of the following:-
e.g. Children: YES NO Elderly: YES NO Disabled: YES NO

D. Please indicate which ethnic group you belong to (N.B. these categories are recommended by the Commission for Racial Equality).

- | | | | |
|---------------------------------------|--------------------------|-------------------------|--------------------------|
| A. White | <input type="checkbox"/> | F. Indian | <input type="checkbox"/> |
| B. Irish (white) | <input type="checkbox"/> | G. Pakistani | <input type="checkbox"/> |
| C. Black Caribbean | <input type="checkbox"/> | H. Bangladeshi | <input type="checkbox"/> |
| D. Black African | <input type="checkbox"/> | I. Chinese | <input type="checkbox"/> |
| E. Black Other (please specify) | | Z. Other (please spec). | <input type="checkbox"/> |

E. Would you describe yourself as having a disability? YES/NO

Are you registered disabled? YES/NO

F. The Citizens Advice Bureau Service has a specific equal opportunities policy for Lesbians and gay men, and is committed to positive action to implement the policy.

Due to the nature of discrimination against lesbians and gay men, the service has decided, after extensive discussions, not to conduct quantitative monitoring of lesbians and gay men.

Would you like to make any comments about our monitoring form?

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HILLINGDON & EALING CITIZENS ADVICE (HECA)

GENERAL INFORMATION FOR TRUSTEES

Commitment :

HECA aims to provide full support and training for all staff.

Training :

Training is provided at no charge where it is necessary for your development as a member of the Trustee Board.

Training may be held locally or in London and may be provided by Citizens Advice, other recognised agencies or “in house” tutors.

Travel Expenses:

Reasonable travel expenses are paid to Trustee volunteers for travel to Management Committee Meetings, training, etc.

Travel expenses are paid by an auto-pay system direct into Trustee volunteers bank accounts.

Selection Interviews/References:

All potential Trustees have a selection interview to confirm their suitability to join the HECA Management Committee. This will be arranged on receipt of a completed application form.

Two written references will be requested after a volunteer has been selected.