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Citizens Advice Hillingdon Volunteer Application Form

If you need this form in another format please contact Citizens Advice Hillingdon at volunteer@hillingtoncab.org.uk.

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)?

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.

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 Hillingdon? What do you hope to get from the experience?

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

Access to IT

Some roles may require you to use a range of channels to deliver information/advice and your training will also be a combination of on-line and in-house (depending on Covid restrictions). Please answer the following questions to help us consider suitability for each role:

Do you have access to the Internet from a device of your own? **Y/N**

Do you have access to a personal Tablet, Laptop or PC? **Y/N**

Are you happy to use Zoom for video meetings?

Y/N

How would you describe your IT skills (delete those not applicable):

Basic, Good, Very Good.

What IT packages have you used?

Are you confident using email (i.e., Outlook)?

Days/hours

Our current hours are:

Office times	Monday	Tuesday	Wednesday	Thursday	Friday
Days/ Hours	9.45-3	9.45-3	9.45-3	9.45-3	N/A

You will be able to choose to do one long day, 9.45-3 or two shorter mornings, 9.30-1, once you are trained.

While training, you could opt to do one, two or three days a week.

If you are volunteering one day a week, your training will take approx three to four months.

At two days a week, the training will take approx 2 months.

At three days a week, the training will take approx 6 weeks.

6. Please confirm how many days you wish to train per week.

7. Is there anything else you would like to say about yourself?

8. Are there any adjustments we can make to assist you in your application and/or interview?

This information will be treated as confidential.

As an Equality opportunities employer, we will make reasonable adjustments

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:

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

We typically only carry out Standard, Enhanced and Enhanced with child and or adult barred list, Disclosure & Barring Service (DBS) checks for roles working directly with clients in services targeted at vulnerable adults or children. Other roles such as conducting home visits, or providing immigration advice, and trustees who have authority to sign cheques or authorise invoices, or treasurers may require a Basic disclosure check.

Citizens Advice Hillingdon will ask about unspent convictions after a conditional volunteer role or employment offer. Having a criminal record is not in itself a barrier, and we will only take relevant convictions or sexual offences into account. If you are concerned about this and would like to discuss your individual circumstances further, please contact the Volunteer Recruitment Team at volunteer@hillingdoncab.org.uk.

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.

Have you been convicted for a sexual offence against a child or vulnerable adult? YES / NO

Criminal Convictions. Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974? **YES / NO**

If **yes**, please provide details of the offence and the date of conviction.

Details:

Date of the offence:

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 Hillingdon.

Signed:

Date:

Please return this form to: volunteer@hillingsdoncab.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 contact Jas Nagra, Bureau Services Manager at jasnagra@hillingsdoncab.org.uk.