Citizens Advice Volunteer Application form

Thank you for your interest in Volunteering with the Citizens Advice South West Surrey.

We will use this form to understand more about your interests and availability so we can match you to a suitable role.

Before completing this form please read the last section on Policies and Data

Protection Statement.

For more information, or if you'd like to complete this form in an alternative format, please contact recruitment@casws.org.uk

**Personal details**

|  |  |
| --- | --- |
| **Name:** |  |
| **What pronouns do you use to describe yourself:** |  |
| **Address and postcode:** |  |
| **Email address:** |  |
| **Phone number:** |  |
| **Preferred method of contact:** |  |
| **If you’re a law student, which university do you go to?** |  |

**Volunteer role, skills and experience**

|  |
| --- |
| **1. Are you interested in any particular type of volunteer role(s)?**  For example, Adviser, Receptionist, Trustee, Administrator,  Research and Campaigns, PR and Marketing, Fundraiser, Advice Assistant,  Adviceline Assessor, Debt Assistant etc.  [Please note that applicants must be 16 or over to undertake the Adviser role]. |
|  |

|  |
| --- |
| **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, being able to juggle a varied workload. |
|  |

|  |
| --- |
| **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 South West Surrey? What do you hope to** **get from the experience?** |
|  |

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **6. It’s useful to know when you will be available to volunteer. Please indicate below the times when you are generally available to volunteer** | | | | | |
|  | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** |
| Morning  [insert times, e.g. 9:00 – 13:00] |  |  |  |  |  |
| Afternoon  [insert times, e.g. 13:00 – 17:00] |  |  |  |  |  |

|  |
| --- |
| **6. How many hours per week, or days per week would you like to volunteer for? NB Please note that volunteers are required to be available for at least one day a week, and for a minimum of a year’s commitment.** |
|  |
| **7. Are there any times that you’re unlikely to be available, e.g. school holidays?** |
|  |

|  |  |  |
| --- | --- | --- |
| **8.** | **Yes** | **No** |
| **Are you aware of any circumstances that could be a**  **conflict of interest?**  This may include other volunteering or paid work you have in other organisations such as a local housing association, local authority, government body, criminal or civil court, another organisation that provides advice |  |  |
| **Are you a current client of Citizens Advice?**  Many volunteers have used the service before but we are unable to offer volunteer roles to clients who are currently receiving advice, to ensure there is no conflict of interest. |  |  |

|  |  |
| --- | --- |
| **9. How did you hear about volunteering with us?** (please tick the box below) | |
| National Citizens Advice website |  |
| Citizens Advice South West Surrey website |  |
| Voluntary Action South West Surrey |  |
| Surrey Ethnic Minority Forum |  |
| Surrey Coalition of Disabled People |  |
| Volunteer Plus |  |
| Restless |  |
| Guildford Family Centre Facebook page |  |
| Guildford Wellbeing Facebook page |  |
| Ash Parish News Facebook page |  |
| University/college (please specify) |  |
| Volunteering fair/event (please specify) |  |
| Other (please specify) |  |

## 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?** |  |

**Declaration**

|  |
| --- |
| All the information I have provided above is accurate to the best of my knowledge. |
| Signed:                                                               Date: |
| **If you are under 16, please also ask your parent or legal guardian to sign the**  **permission 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: recruitment@casws.org.uk**

# Policies

**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.  You can find more information on the [NCVO website](https://www.ncvo.org.uk/help-and-guidance/involving-volunteers/recruiting-and-welcoming-volunteers/volunteers-from-overseas/#visas-and-volunteering).

**Our policy on convictions**

We only ask about criminal convictions and criminal records after we’ve made a

conditional offer of volunteering. This is to help make sure that volunteers are

selected based on their skills and potential.

Having a criminal record is not in itself a barrier to volunteering. Please note that it is Citizens Advice policy not to recruit any individual who has an unspent conviction (for all roles) for a sexual offence against a vulnerable adult or child and our policy not to recruit any individual who has a spent, or unspent, conviction (for roles that require a Standard or Enhanced DBS check) for a sexual offence against a vulnerable adult or child. This is the case regardless of when the offence took place. Citizens Advice public liability insurance excludes this. Where an offer of volunteering is subject to a Disclosure and Barring Service (DBS) check, we will inform you of this.

If you wish to contact us to discuss your individual circumstances at an earlier

stage, please contact [insert relevant local Citizens Advice contact name, role and

contact details]. There is no expectation or requirement for you to do so as we will

provide you with a Criminal Record self-disclosure form to complete after

a conditional offer of a volunteering role has been made. The self-disclosure form

you will receive contains information about privacy notice and legal rights over

your data in relation to convictions and criminal records data.

**Privacy Notice**

We’ll use the information you provide in your application form in order for us to progress your application for becoming a volunteer. This is done under our legitimate interests in potentially onboarding you as a

volunteer and to contact you to further progress your application.

Your information will be accessed by colleagues involved in the recruitment

process and will be securely stored on SharePoint and PeopleHR for six years from the end of your volunteering or one year if you are unsuccessful.

If you'd like to exercise any of your individual rights under data protection legislation please contact recruitment@casws.org.uk

You can access more information about we process information, on our website <https://casws.org.uk/privacy-policy/>