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# Volunteer Application form

# If you need this form in another format please contact volunteering@citizensadvicesheffield.org.uk

# All the information you provide on this form will be treated confidentially and recorded and used in accordance with the General Data Protection Regulation.

# Full details of our Privacy Policy can be found here [Privacy policy](https://citizensadvicesheffield.org.uk/wp-content/uploads/2018/05/Information-and-data-protection-privacy-policy.pdf)

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| Name: |  |
| --- | --- |

| Date of birth: |  / /  |
| --- | --- |

| Address: | Postcode: |
| --- | --- |

| Telephone: | Mobile: Landline:  |
| --- | --- |

| Email: |  |
| --- | --- |

When you have completed this form please return it:

**By email:** volunteering@citizensadvicesheffield.org.uk

**By post:** Volunteer Applications

Citizens Advice Sheffield

The Circle, 33 Rockingham Lane

Sheffield, S1 4FW

**Please tell us about your skills and experience which you think would be useful to this role.**

Please check the details of the role(s) you are interested in before completing this form.

For example: you can tell us about previous employment, work experience, volunteering, community activity (involvement in tenants’ associations, school activities, support groups, etc.), caring for children, other relatives or a friend, classes, or training courses.

***You can also tell us about any community languages you speak.***

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**Why are you applying to be a volunteer?**

We are interested to know why you have applied and how you think you may be able to help people in Sheffield sort out some of their problems. If you have previously volunteered at Citizens Advice or another advice service, please tell us about that here.

What are you hoping to gain from your volunteering experience?

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**On which days and times of the week would you like to volunteer?**

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**Are there any days of the week or times of the year (e.g school holidays) when you are not available?**

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**How many hours or days per week would you like to volunteer for?**

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**For how long (months/years) do you expect to be able to volunteer for?**

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**References**

**Please give the names and addresses of two people, other than your family, who can tell us about you.**

If possible, at least one should preferably be someone who knows you in a professional capacity (e.g. an employer, advice centre worker, teacher or tutor) and who can verify what you have told us above, but this is not essential.

If you are a student it would be helpful to have a reference from one of your current lecturers.

If you have previously worked or volunteered for Citizens Advice or another advice service, please provide a reference from them, this may help us to speed up your training.

|  | Referee 1 | Referee 2 |
| --- | --- | --- |
| Name: |  |  |
| Address: | Postcode: | Postcode: |
| Email: |  |  |
| Phone: |  |  |
| In what capacity does the referee know you? |  |  |

Please tell us about any specific needs you would like us to take into account, either at the interview or if we offer you a volunteer role (e.g. mobility, disability, communication).

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**Criminal Records**

To ensure the safety of our clients, Citizens Advice requires that all volunteers who have direct access to clients, where any part of the work is primarily targeted at legally defined vulnerable adults or children, have their criminal records checked.

However, the Citizens Advice service is committed to the promotion and delivery of equal opportunities to volunteers and so has a policy to ensure ex-offenders are not discriminated against.

All offences, other than sexual crimes against a child or vulnerable adult, will be treated on an individual basis taking into account issues such as the risk to the client, the circumstances of the offence (e.g. what it was, is it relevant to the volunteer role, how long ago it was) and the reputation of the bureau.

Anyone with a conviction for a sexual offence against a child or vulnerable adult, whenever it was committed, is not considered suitable to volunteer within the service and will not be taken on by Citizens Advice.

**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 give details.

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**Have you ever received a caution or conviction for a sexual offence against a child or vulnerable adult, or are you currently on the sex offenders’ register?**

|  | Yes |  | No |
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Entitlement to 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)

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](http://www.knowhow.ncvo.org.uk/your-team/volunteers/recruiting/volunteers-from-overseas))

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 Sheffield

| Signed: |  | Date: |  |
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Citizens Advice values diversity, promotes equality, and challenges discrimination. We welcome and encourage volunteer applications from people of all backgrounds, age, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sexual orientation.

Monitoring recruitment and selection procedures is one way that helps us to ensure that there is no discrimination in our recruitment process. To do this we need to know about the diversity profile of people who apply for volunteer roles at Citizens Advice Sheffield.

Please complete our [Diversity Monitoring Form](https://forms.gle/Ph7Vo8D3xSbJezxL7)

How did you hear about this opportunity?

For example, Citizens Advice Sheffield 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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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. You can find out more about your data rights on the Information Commissioner’s website [A guide to individual rights | ICO](https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/individual-rights/)

If you have any questions about the use of your data at Citizens Advice Sheffield

Phone 0114 253 6703

Email getintouch@citizensadvicesheffield.org.uk