

**Application to become a Volunteer**

**with Citizens Advice Bucks**

**ENQUIRY ADVISER OR SESSION SUPPORT ROLE**

**PLEASE COMPLETE AND RETURN THIS FORM TO:** [**admin@cabucks.org.uk**](mailto:admin@cabucks.org.uk)

**Personal details**

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

**PLEASE SELECT WHICH ROLE YOU ARE INTERESTED IN:**

Enquiry Adviser Yes/No

Session Support volunteer Yes/No

1. Using the Person Specifications at the end of this form, please give examples of times when you have demonstrated each of the skills as listed for the role you have selected (use a separate sheet if necessary)
2. Please tell us about any paid employment, volunteering or training you have done over the last few years
3. Why do you want to want to volunteer for Citizens Advice? What do you hope to get from the experience?
4. What do you think are the main problems facing your community?
5. Please let us know roughly how many hours a week you would be able to volunteer. During your training period volunteer **Enquiry advisers** will be required to be available for at least 12 hours a week in a combination of attendance in the office, online sessions, and self-study. After that, a minimum of 2 sessions a week, totalling 6-8 hours, over a period of at least a year from joining CA Bucks.

**Session Support** volunteers will have an initial induction and training “on the job” with supervision, and will be required to commit to ideally one day/two half days per week for a minimum of 6 months

**Availability**

Please indicate below the times when you are generally available:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Monday | Tuesday | Wednesday | Thursday | Friday |
| Morning  [insert times, e.g. 9.30 - 13.00] |  |  |  |  |  |
| Afternoon  [insert times, e.g. 13.00 - 17.00] |  |  |  |  |  |

1. Which of Bucks Citizens Advice offices would be your preferred location:

Aylesbury

Buckingham

Chesham

High Wycombe

Please see the addresses on

<https://citizensadvicebucks.org.uk/about-us/our->offices

1. Is there anything you would like to say about yourself?
2. Please tell us about any specific needs you would like us to consider,

either at interview or if we offer you a volunteer role e.g. - a hearing loop,

wheelchair access, an afternoon interview etc.)

**This information will be treated as strictly confidential.**

1. 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

# 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**

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:**

|  |  |
| --- | --- |
| 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 Irina Bondareva, Training & Volunteer Manager, irina.bondareva@cabucks.org.uk

**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 jeopardizing 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))

|  |
| --- |
| **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 is not 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. |
|  |

|  |
| --- |
| **Declaration**  All the information I have provided above is accurate to the best of my knowledge. |
| Signed: Date: |

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

If you have any questions about the use of your data, please contact Irina Bondareva, Training & Volunteer Manager at irina.bondareva@cabucks.org.uk

**Where did you see information about this volunteer role?** E.g. newspaper article, poster, through a friend, website etc

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**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 purposes of the Act the Data Controller is Citizens Advice Bucks. I give my consent to sensitive personal information being recorded and stored.

Signed ……………………………………….

Date: ……………………..

**Person Specification for the Enquiry Adviser role**

Skills required (use this for question 1 on the application form)

* Ability to communicate orally by phone and in person.
* Ability to communicate in writing by letter and email.
* Ability to sift through information and extract what is relevant.
* Basic mathematical skills, including percentages.
* Respect for views, values and cultures that are different to their own.
* An understanding of why confidentiality is important.
* Ability to use basic IT programmes such as MS Word, email and the Internet.
* A positive attitude to self-development and assessment.
* Ability to work as part of a team.
* Ability to recognise their own limits and boundaries in the role

Main duties and responsibilities

* Interviewing clients, primarily over the telephone, listening to the client explain their enquiry and helping them to determine their priorities.
* the relevant information and exploring options and implications in order that the client can come to a decision.
* Acting, where necessary, on behalf of the client, negotiating, drafting or writing letters or making appropriate referrals.
* Completing clear and accurate case records.
* Recognising the root causes of problems and participating in taking appropriate action.
* Keeping up to date on important issues by attending the appropriate training and by essential reading.
* Attending Citizens Advice meetings, either in person or via Zoom

May 2022

**Person Specification for the Session Support role**

Skills required (use this for question 1 on the application form)

* Ability to communicate orally by phone and in person.
* Ability to communicate in writing by letter and email.
* Ability to sift through information and extract what is relevant.
* Respect for views, values and cultures that are different to their own.
* An understanding of why confidentiality is important.
* Ability to use basic IT programmes such as MS Word, email and the Internet.
* A positive attitude to self-development and assessment.
* Ability to work as part of a team.
* Ability to recognise their own limits and boundaries in the role
* Ability to prioritise workload and help meet deadlines
* Ability to maintain efficient systems with attention to detail and demonstrate
* ability to maintain accurate & up to date records

May 2022