



Staffordshire North and Stoke-on-Trent

Volunteer Application Form

Please ensure that you read and complete all sections of the form. You may find it helpful to use the checklist below:

Section	Complete?
1. Application Form	
2. References	
3. Data Protection Consent	
4. Diversity monitoring information	
5. Policy on Recruitment of Ex-offenders and disclosure statement	

If you are completing the form on a computer and emailing it to us you can type your name where it asks for a signature but make sure you have answered all the questions and provided the date where asked.

Returning your form:

By email: to Margaret.collin@sncab.org.uk

By post: to Margaret Collin, CASNS, Advice House, Cheapside, Hanley, ST1 1HL

If you need help to complete the form or need it in a different format please contact Margaret on 01782 408 638 or Margaret.collin@sncab.org.uk

1. Application Form

Your personal details	
Your name	
Your address	
Your postcode	
Telephone number(s)	
Email address	
Date of birth	

Which role(s) are you applying for?		
Role	Training method	
Research and campaigns	New volunteer induction course + on the job training	Yes / no
Admin / reception support	New volunteer induction course + on the job training	Yes / no
Digital Assistant	New volunteer Induction course including Digital Assistance sessions	Yes / no
Initial Adviser	New volunteer induction course including Digital Assistance sessions + Initial Adviser training course	Yes / no
<p>Initial Advisers will need to achieve competence as Digital Assistants before attending an Initial Adviser training course.</p> <p>Initial Advisers also have the option of training for the following roles once they have become competent as Initial Advisers. Please indicate if you are interested in any of these roles.</p>		
Form filling adviser	On the job training	Yes / no
Full Adviser - generalist	On the job training	Yes / no

Describe any skills you have that you think would be useful for the role(s) you wish to do. These could be skills you have developed through paid or volunteer work, or life skills gained through parenting or managing a home for example. Some we have thought of include communication skills both face-to-face and on the phone, literacy and numeracy, Computer skills, dealing with vulnerable or challenging people, organisation and time-management skills, researching skills.

Is there anything you have done over the past few years that you would like to tell us about?

Eg Paid or volunteer work experience, community and / or school activities, caring for children, relatives or a friend, education and training.

Why do you want to volunteer for Citizens Advice? What do you hope to gain from the experience?

It is useful to have an idea of when you would be available to volunteer. Please indicate when you are generally available.

(Not all times are available at all venues).

Monday AM	Yes / no	Monday PM	Yes / no
Tuesday AM	Yes / no	Tuesday PM	Yes / no
Wednesday AM	Yes / no	Wednesday PM	Yes / no
Thursday AM	Yes / no	Thursday PM (2-6.30pm)	Yes / no
Friday AM	Yes / no	Friday PM	Yes / no

We ask our volunteers to commit to volunteering for a minimum of two half day sessions a week. How many sessions would you like to volunteer for?

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Are there any times when you are unlikely to be available eg school holidays Yes / no

If no please tell us when you are not usually available:

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ENTITLEMENT TO WORK OR VOLUNTEER

If you are from outside the EU / EEA, it is important to 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.

Declaration

Please sign and date below to indicate that the information you have given above is correct.

Signature:	Date:

2. REFERENCES

<p>Please give us the name and contact details of two people, other than your family and friends, who can tell us about you – ideally, these people would have known you for at least 12 months and at least one reference should be from a professional person. Examples are a teacher / lecturer, religious leader, employer or volunteer coordinator.</p>	
<h3>Reference one</h3>	
Name	
Address	
Email address (This is the preferred method of contact)	
Telephone	
How does this person know you?	
<h3>Reference two</h3>	
Name	
Address	
Email address (This is the preferred method of contact)	
Telephone	
How does this person know you?	

3. Data Protection Consent

Citizens Advice Staffordshire North and Stoke-on-Trent

Data Protection Consent.

As a volunteer within our organisation we need to keep some of your details on file to help us plan your training, in case of emergencies and to ensure that we are offering each volunteer sufficient support and guidance.

The types of item we keep within your file include:

- Completed application pack;
- References;
- Supervision minutes;
- Training notes and records.

All information on your file is kept in a locked cabinet and is kept confidential at all times; your file is only accessible to those who need to view it as part of your ongoing development with the bureau.

On occasion, Citizens Advice nationally ask for information about the volunteers we have, such as the number of people volunteering within a particular age range. This information is always anonymised and we ensure that the information cannot be linked to individual files.

In order to keep a file for you, we need your permission to keep this information. If you agree with the above, please complete the section below and return this document to the bureau's training team.

Signature: _____

Print Name: _____

Date: _____

4. Volunteer diversity monitoring information

Background

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 Staffordshire North and Stoke-on-Trent.

Data protection overview

If you are happy to provide it, we will use this information for the sole purpose of allowing us to monitor equality of opportunity and treatment as necessary to maintain or promote equality within Citizens Advice Staffordshire North and Stoke-on-Trent.

The information you give us will be kept securely, won't be shared outside the service and is confidential.

It will not be seen by anyone responsible for making recruitment decisions or have any impact on you directly.

If you are successful in your application and we require this information for other purposes, you will be asked to provide it separately - i.e. this form will not be used for other purposes.

If you would prefer not to answer any of the questions we ask, please leave them blank. If you would like us stop using the information you provide, please contact us.

Note on accessibility: If you are using keyboard only and need to put a cross in the relevant box, you should be able to arrow across, and type in the box. If this is not possible put a cross next to the relevant box. If you need this form in another format please contact your local Citizens Advice Staffordshire North and Stoke-on-Trent.

Diversity Monitoring Form

Applicant ref. number (local Citizens Advice use only):	
Which volunteer role are you applying for?	

Age

Which age bracket do you fit into? Put a cross in the relevant box.

Under 25	
25 - 34	
35 - 44	
45 - 54	
55 - 64	
65 and over	

Gender

What best describes your gender? Put a cross in the relevant box or write in a preferred term.

Female	
Male	
I prefer to use another term (write in box)	

Gender Identity

Is your gender identity the same as the gender you were assigned at birth? Put a cross in the relevant box.

Yes	
No	

Sexual orientation

What is your sexual orientation? Put a cross in the relevant box or write in a preferred term.

Heterosexual/Straight	
Gay Man	
Gay Woman/Lesbian	
Bisexual	
I prefer to use another term Please write in.....	

Ethnic origin

How would you describe yourself? Choose **one** section (A to E) and put a cross in the relevant box within it.

A. White	English/Welsh/Scottish/Northern Irish/British	
	Irish	
	Gypsy or Irish Traveller	
	Any other White background Please write in.....	
B. Mixed/multiple ethnic groups	White & Black Caribbean	
	White & Black African	
	White & Asian	
	Any other Mixed/multiple ethnic background Please write in.....	
C. Asian/Asian British	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Any other Asian Background Please write in.....	
D. Black/African/Caribbean / Black British	African	
	Caribbean	
	Other Black/African/Caribbean background Please write in.....	
E. Other ethnic group	Arab	
	Any other ethnic group Please write in.....	

Disability

Do you consider yourself to be a disabled person or do you have a long-term physical or mental health condition? Put a cross in the relevant box.

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

NB. The information on this form is for monitoring purposes only. We follow the social model of disability which believes that it is the barriers created by society which disable people. If you require any additional support or equipment in relation to the recruitment process or that would enable you to carry out the volunteer role, please tell us on the application form or during the interview.

Religion or belief

Which group below do you most identify with? Put a cross in the relevant box.

No religion	<input type="checkbox"/>	Hindu	<input type="checkbox"/>
Christian (including all denominations)	<input type="checkbox"/>	Jewish	<input type="checkbox"/>
Buddhist	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
Sikh	<input type="checkbox"/>		<input type="checkbox"/>
Any other religion or belief Please write in.....	<input type="checkbox"/>		

How did you hear about this volunteering opportunity?

Please give details below:

5. Policy on Recruitment of Ex-offenders

Ensure you complete the declaration at the end.

Citizens Advice Staffordshire North and Stoke-on-Trent

Policy on Recruitment of Ex-offenders

Introduction

Having a criminal record will not necessarily bar you from working or volunteering for Staffordshire North & Stoke on Trent CAB. Much will depend on the type of job you have applied for and the nature and circumstances of your offence(s).

Policy

The CAB service is committed to the promotion and delivery of equal opportunities to clients and to volunteers and paid staff. The service is committed to positive action as a means of removing barriers to services, volunteering and employment opportunities for those from discriminated against groups.

Staffordshire North & Stoke on Trent CAB supports this position. Staffordshire North & Stoke on Trent CAB recognises the contribution volunteering or employment can make to reducing re-offending and rehabilitating offenders and will support this wherever we can.

Staffordshire North & Stoke on Trent CAB welcomes applications from all parts of our community, including from people with criminal records and undertakes not to discriminate unfairly against volunteers or paid staff who voluntarily reveal that they have a criminal conviction. Equally, it undertakes not to discriminate unfairly against any subject of a Criminal Records Bureau Disclosure on the basis of a criminal conviction or other information revealed.

We also take very seriously our responsibility to protect enquirers, especially those vulnerable by reasons of age, disability or reduced capacity. This policy aims to balance our responsibilities both to ex-offenders wishing to work for the Bureau with our duty to protect enquirers. It is the CAB Service's national policy not to employ or use as a volunteer anyone with a conviction for a sexual offence against a child or vulnerable adult. This is the only absolute bar to working at Staffordshire North & Stoke on Trent CAB.

Applicants with convictions for other offences *may* also be unsuitable for certain roles within the Bureau. This will be assessed on a case by case basis and the decision on whether or not a specific offence is relevant to a specific post will be made after undertaking a full assessment of all relevant factors.

Screening Advisers or Volunteers

An offer of employment or volunteering opportunities may be subject to a CRB check. This will apply where funders or partners require us to do this as a condition of funding or partnership working or the risk to enquirers warrants this because staff will have substantial, unsupervised access, on a sustained or regular basis, to children under the age of 16, or vulnerable adults (e.g. those suffering from enduring mental health issues, learning disabilities, or the frail elderly).

This will be shown on the advert and application pack. In all other cases we ask you to

disclose any convictions unspent under the Rehabilitation of Offenders Act 1974 below.

We will discuss any matter revealed in a Disclosure with you before withdrawing a conditional offer of employment.

Please note that this part of the form MUST be completed as part of your application, which cannot be considered without it:

Candidates Name:

Address:

.....
.....

DISCLOSURE

Have you any previous UNSPENT convictions? Yes No

If **YES**, please give details of the offence(s), including the date and sentence:-

.....
.....
.....
.....

The Rehabilitation of Offenders Act 1974 requires applicants to give details of any convictions which are not spent. Failure to disclose such convictions could result in disciplinary action or dismissal.

Signed: _____