



Date Application Received: _____ (for office use)



Citizens Advice County Durham UTASS Based Volunteer Application Form

If you need this form in another format, please contact volunteer@citizensadvicecd.org.uk

Personal details

Surname	
First name	
Address and postcode	
Email address and contact telephone number	
If you are a student, please advise on your year of study and university/college	
Have you ever volunteered with Citizens Advice County Durham or any other Citizens Advice in the past? If yes, could you advise:	<i>Either tick ✓ underline or highlight your answer:</i> YES / NO Which CA office?
1. If yes, what role did you volunteer in?	
2. If yes, how long did you volunteer for?	
3. Please tell us about any other volunteer roles you that you have been, or are presently involved in	

Volunteer role, skills and experience

1. Describe any skills you have that would be useful for this role:

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.

2. 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.

3. Why do you want to volunteer for Citizens Advice at UTASS? What do you hope to get from the experience?

4. What do you think are some of the main problems facing communities across upper Teesdale?

Availability

It's useful to know when you will be available to volunteer. Please indicate below the times when you are generally available: - **please note, we are looking for volunteers who can commit a minimum of 6 hours per week to the ongoing training and advice delivery.**

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning					
Afternoon					

5. How many hours per week, or days per week would you like to volunteer for?
6. Are there any times that you're unlikely to be available, e.g. school holidays?

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

8. Is there any equipment or support that we can provide to help you carry out the volunteer role? (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 addresses of two people, who know you in a work related, academic or professional capacity and have known you for at least 12 months. For example, an employer, teacher or tutor, colleagues or ex-colleagues, or someone who knows you well (other than your family). Due to GDPR regulations, they must be based in the UK.

Please provide an email address for both references.

Referee 1:

Name:	
Email address	
In what capacity do they know you:	

Referee 2:

Name:	
Email address	

In what capacity do they know you:	
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How did you find out about volunteering at Citizens Advice County Durham?

(Please tick ✓)

Self-referral through CA website

Social media (please state website)

Drop in at local Citizens Advice

At an event

Recommended by a friend

Other (please state):

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 County Durham 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 Citizens Advice County Durham

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.

Do you have any unspent convictions? YES/NO

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:

(Please note that typing your name will act as your signature)

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 County Durham

Signed:

Date:

Please return this application form via email, to the Volunteer Network Coordinator who is dealing with your enquiry: Robert.young@citizensadvicecd.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. 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

If you have any questions about the use of your data, please contact Citizens Advice County Durham

Thank you for interest in volunteering with Citizens Advice County Durham at UTASS.