Registration form to become a Volunteer with Citizens Advice Wiltshire

Thank you for your interest in Volunteering with the Citizens Advice Wiltshire.

We will use this form to:

* Shortlist suitable applications for interview
* 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 contactCitizens Advice [volunteer@citizensadvicewiltshire.org.uk](mailto:volunteer@citizensadvicewiltshire.org.uk)

**About you**

|  |  |
| --- | --- |
| **Name** |  |
| **What pronouns do you use to describe yourself?** |  |
| **Email address** |  |
| **Phone number** |  |
| **Area of residence (town/city)** |  |
| **Preferred method of contact** |  |

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| **What motivated you to apply to volunteer with Citizens Advice?**  Please include the reason you want to volunteer and what you hope to get from the  experience as well as any skills or experience you have that could help you in this role. |
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**Your Preferences and Availability**

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| **Are you interested in any particular type of volunteer role(s)?**  For example, Giving information and advice face to face, phone, email or webchat,  fundraising, customer service/reception, admin, IT, research and campaigns, media  [Please note that applicants must be 16 or over to provide advice to clients]. |
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**Availability**

**When are you usually free to volunteer your time? Tick any and all that apply**

We can be flexible about the time spent and how often you volunteer so come and talk to us.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Monday | Tuesday | Wednesday | Thursday | Friday |
| Morning  9.30 - 1 |  |  |  |  |  |
| Afternoon  12.30 - 4 |  |  |  |  |  |
| My availability may  vary week to week |  | | | | |

We have opportunities to join us in an office and/or volunteer home. Tick any and all that apply

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Chippenham** | **Devizes** | **Salisbury** | **Trowbridge** | **Remote** | **Dual locations** |
|  |  |  |  |  |  |

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| **How many hours per week, or days per week would you like to volunteer for?** |
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| **Are there any times that you’re unlikely to be available, e.g. school holidays?** |
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# Additional Information

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| **Are there any dates and times when you are unavailable for an interview?** |
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| --- | --- | --- |
|  | **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. |  |  |

If yes to any of the above, a member of our Recruitment and Training team will be in contact to discuss it with you.

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| **How did you hear about this opportunity?**  For example, local Citizens Advice website, another website, word of mouth, through your local community, through your university and college, at a volunteering fair or event, through your own experience of accessing the Citizens Advice service, or other? |
|  |

# What happens next?

Once we've reviewed your application, we'll be in touch. If shortlisted we will invite

you to an informal interview, either online or in-person, to get to know you better.

We will ask you about any additional support needs you think we should know

about in order to enable you to participate in an interview.

If you're successful at the interview, we will ask if you can provide us with ID

(ideally photo ID, but don’t worry if you haven’t got this, we can discuss other

options as this isn’t a barrier to volunteering with us).

We will also ask you for 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).

If you’d like to discuss who can be a referee at an earlier stage please get in touch

with our training team via [volunteer@citizensadvicewiltshire.org.uk](mailto:volunteer@citizensadvicewiltshire.org.uk) (Mon-Fri, 9-5)

There is no expectation or requirement for you to do so.

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| **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: |
| Print name: | Relationship to applicant: |

**Please return this form to:**

[volunteer@citizensadvicewiltshire.org.uk](mailto:volunteer@citizensadvicewiltshire.org.uk),

or

Recruitment and Training, Wiltshire Citizens Advice,

Trinity House, Bryer Ash Business Park, Trowbridge BA14 8HE.

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# 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 our Recruitment and Training Team [volunteer@citizensadvicewiltshire.org.uk](mailto:volunteer@citizensadvicewiltshire.org.uk)

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**

**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'd like to exercise any of your individual rights under data protection legislation or have any questions about how we look after your information please contact our HR Manager [volunteer@citizensadvicewiltshire.org.uk](mailto:volunteer@citizensadvicewiltshire.org.uk)