



## Citizens Advice Sedgemoor Volunteer Application form

### Personal details

<b>Surname:</b>	
<b>First name:</b>	
<b>Address and postcode:</b>	
<b>Email address / contact telephone number:</b>	
<b>Preferred method of contact:</b>	

### Volunteer role, skills and experience

<p><b>1. Are you interested in any particular type of volunteer role(s)?</b> For example, Adviser – face-to-face, phones, email, webchat, outreach. Form filler. [Please note that applicants must be 16 or over to undertake the Adviser role].</p>

**2. Describe any skills you have that would be useful for the role you're interested in:**

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.

**3. 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.

**4. Why do you want to volunteer for Citizens Advice? What do you hope to get from the experience?**

**5. What do you think are some of the main problems facing your community?**

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**Availability**

For volunteer advisers, we require a **minimum of 6 hours per week** for face to face advice. Should your availability be less than this, there is the option of telephones or webchat advice. It's useful to know when you will be available to volunteer. Please indicate below the times when you are generally available [insert times, e.g. 9.30 - 13.00]:

	Mon	Tue	Wed	Thu	Fri
Morning					
Afternoon					

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

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**7. Are there any times that you're unlikely to be available, e.g. school holidays?**

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**8. Is there anything else you would like to say about yourself?**

**9. Are there any adjustments we can make to assist you in your application and / or interview?**

This information will be treated as confidential.

**10. 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 addresses of two people, who know you in a work related, academic or professional capacity. For example, an employer, teacher or tutor, colleagues or ex-colleagues, or someone who knows you well (other than your family).

### Referee 1:

<b>Name:</b>	
<b>Address and postcode:</b>	
<b>Email address/contact telephone number:</b>	
<b>In what capacity do they know you:</b>	

### Referee 2:

<b>Name:</b>	
<b>Address and postcode:</b>	
<b>Email address/contact telephone number:</b>	
<b>In what capacity do they know you:</b>	

## Our policy on convictions

We only carry out Disclosure & Barring Service (DBS) checks for roles working directly with clients in services targeted at vulnerable adults or children. 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 conviction for a sexual offence against a child or vulnerable adult is considered unsuitable to volunteer.

Citizens Advice Sedgemoor 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 us on 01278 459009 and ask to speak to the manager.

**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](http://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:

**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 Sedgemoor

Signed:

Date:

**If you are under 16, please also ask your parent or legal guardian to sign the consent form 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:

Relationship to applicant:

## **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 do not retain unsuccessful application forms.

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 us.

**Please return this form to:**

**[training-recruitment@citizensadvicesedgemoor.org.uk](mailto:training-recruitment@citizensadvicesedgemoor.org.uk)**

**or post to Citizens Advice Sedgemoor, Royal Clarence House, High Street,  
Bridgwater TA6 3BH**



# 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 the recruitment process. To do this we need to know about the diversity profile of people who apply for volunteer roles at Citizens Advice Sedgemoor.

## General Data Protection Regulations

**Under data protection law we are allowed to ask for this information as its sole purpose is to allow us to monitor the diversity of our applicants. The information you give us will be kept securely, is confidential and will be used for monitoring our equality policies only. It will not be seen by anyone responsible for making recruitment decisions. If you would prefer not to answer any of the questions we ask, please leave them blank.**

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..

## Diversity Monitoring Form

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



**Age**

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

Under 25	<input type="checkbox"/>
25 - 34	<input type="checkbox"/>
35 - 44	<input type="checkbox"/>
45 - 54	<input type="checkbox"/>
55 - 64	<input type="checkbox"/>
65 and over	<input type="checkbox"/>

**Gender**

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

Female	<input type="checkbox"/>
Male	<input type="checkbox"/>
I prefer to use another term. Please write in.....	<input type="checkbox"/>

**Sexual orientation**

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

Heterosexual/Straight	<input type="checkbox"/>
Gay Man	<input type="checkbox"/>
Gay Woman/Lesbian	<input type="checkbox"/>
Bisexual	<input type="checkbox"/>
I prefer to use another term. Please write in.....	<input type="checkbox"/>

## Ethnic origin

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

<b>A. White</b>	English/Welsh/Scottish/Northern Irish/British	
	Irish	
	Gypsy or Irish Traveller	
	Any other White background. Please write in.....	
<b>B. Mixed/ multiple ethnic groups</b>	White & Black Caribbean	
	White & Black African	
	White & Asian	
	Any other Mixed/multiple ethnic background. Please write in.....	
<b>C. Asian/Asian British</b>	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Any other Asian Background. Please write in.....	
<b>D. Black/ African/ Caribbean /Black British</b>	African	
	Caribbean	
	Other Black/African/Caribbean background. Please write in.....	
<b>E. Other ethnic group</b>	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	
No	

*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.*

## 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	

## Religion or belief

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

No religion	
Christian (including all denominations)	
Buddhist	
Hindu	
Jewish	
Muslim	
Sikh	
Any other religion or belief. Please write in.....	

## How did you hear about this volunteering opportunity?

Please give details below:

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