**Reception Volunteer Application**

**Purpose of role:**

This is an administrative role which involves providing a friendly and professional service to clients who come into reception seeking advice. You will be part of a team providing the first point of contact for clients who use our service.

**Commitment:**

For this role we are looking for volunteers who can offer at least **1 day a week** or **2 half days** from **9am-1pm** or **1pm-4:30pm** for at least **9 months**.

**Main duties and activities may include:**

* Welcoming clients and explaining the reception process to them
* Checking appointment availability and booking client appointments by phone or using online booking systems
* Recording client details
* Other administrative tasks, including scanning, preparing paperwork and leaflets

**Personal skills and qualities**:

* Friendliness and approachability
* Excellent verbal community skills including telephone skills
* Good numeracy, literacy and IT skills
* Flexibility and willingness to work as part of a team
* Ability to work in a busy environment
* Understanding of the issues affecting society and their implications for clients
* An understanding of why confidentiality is important
* Respect for the views, value and cultures that are different to their own

**Fancy applying to be a volunteer with us?**

**Great, let’s get started…**

Please make sure you’ve read our information booklet or details on our website about volunteering at Leeds or Chapeltown Citizens Advice and checked the time commitment before you complete this form.

Thank you

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| **Title** | Mr  Other, please state:  Mrs  Miss  Ms | | | | | | | | | | | |
| **First name** |  | | | | | **Surname** | | |  | | | |
| **Address** | | |  | | | | | | | | | |
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| **City** | | |  | | | | | | | | | |
| **Postcode** | | |  | | | | | | | | | |
| **Mobile number** |  | | | | | **Can we send a text?**  **Can we leave a message?** | | | | | Yes  No  Yes  No | |
| **Landline** |  | | | | | **Can we say who is calling if someone else answers?** | | | | | Yes  No | |
| **Email** |  | | | | | | | | | | | |
| **Date of Birth** | /       / | | | | | | | | | | | |
| **Our opening hours are Monday – Friday 9am – 5pm. How many hours per week would you be able to volunteer for?** | | | | | | | | | | | |  |
| **Are there particular days / sessions you are able to volunteer or can you be flexible?** Flexibility (especially with afternoon availability) increases the chances of us having opportunities to suit you. | | | | | Monday - am  Tuesday - am  Wednesday - am  Thursday - am  Friday - am  I’m flexible | | | | | Monday - pm  Tuesday - pm  Wednesday - pm  Thursday - pm  Friday - pm | | |
| **What period of time do you expect to be volunteering for?** Please be aware that because of the training costs for some roles, we are unlikely to consider applications for less than 6 months unless it is for a specific project or a role you are already qualified for. | | | | | | | Less than 6 months  6 months to 1 year  1-2 years  Probably longer | | | | | |
| **Other than holidays, are there any extended periods of time you would be unavailable for volunteering e.g. School holidays** | | | | | | |  | | | | | |
| **Work experience – either paid or unpaid**  Please include your current/previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependants etc. | | | | | | | | | | | | |
| **Date from:** | **Date to:** | | | **Role, Organisation and Brief description:** | | | | | | | | |
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| **References**  Please give the names and addresses of two people, other than your family, who can tell us about you – e.g. an employer, teacher or someone who knows you well. | | | | | | | | | | | | |
| **Name:** | |  | | | | | | **Name:** | | |  | |
| **Address:** | |  | | | | | | **Address:** | | |  | |
| **Email:** | |  | | | | | | **Email:** | | |  | |
| **Telephone:** | |  | | | | | | **Telephone:** | | |  | |
| **Relationship to you:** | |  | | | | | | **Relationship to you:** | | |  | |

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| **Are you currently studying?**  No  Yes, part-time  Yes, full-time  If yes, please give details below: | | | | |
| **If you have been a Citizens Advice client, when did you last use the service?** | | | | |
| **Please tell us about any specific / additional needs you would like us to take into account, either at the interview or if we offer you a volunteer role.**  This information will be treated as strictly confidential. | | | | |
| **Where did you find out about volunteering at Citizens Advice Leeds or Chapeltown?**  Please tick all that apply | | Newspaper  Reception at one of our offices  Main Citizens Advice website  Leeds Citizens Advice website  Chapeltown Citizens Advice website  Through a friend / relative  Through one of our volunteers  Poster  Other, please state | | |
| **That’s all the formal stuff out of the way…now tell us a bit about yourself…** | | | | |
| **Tell us in 100 words or less why you want to volunteer for Citizens Advice? What do you hope to get from the experience?** | | | | |
| **Volunteering at Citizens Advice always involves working with people - these might be other volunteers, staff members or clients.**  **Tell us about your experience of dealing with people face-to-face and over the phone.** What examples do you have? What are you best at when dealing with others? What might you need a bit of help with? | | | | |
| **Our clients come from many different cultures and backgrounds. What life experiences do you have that might help you in dealing with a wide range of people?**  Examples might include: employment, work experience, volunteering, and community activity | | | | |
| **Please tell us what skills, abilities or qualifications you have which are relevant to the roles you are applying for.** | | | | |
| **Last chance now…is there anything else you would like to tell us in support of your application?** | | | | |
| **Please note:** The Citizens Advice service is committed to the promotion and delivery of equal opportunities to volunteers and has a policy to ensure ex-offenders are not discriminated against.  For insurance purposes however please indicate whether you have ever received a conviction or caution for any of the following: | | | | |
| **Embezzlement or fraud against an employer or client** | | | | **YES**  **NO** |
| **Deception – obtaining property by deception or identity theft** | | | | **YES**  **NO** |
| **Drug importation or large-scale drug dealing** | | | | **YES**  **NO** |
| We may need to discuss this further. | | | | |
| **Due to the sensitive nature of the work CAB does and client groups it works with not everyone is suitable to volunteer at CAB. People with a conviction for a sexual offence against a child or vulnerable adult are not suitable to work in the CAB service.**  **Does this apply to you?**  **YES**  **NO** | | | | |
| **General Data Protection Regulations (GDPR)**  As part of the recruitment procedure we may collect and store sensitive personal data about you for the purpose of monitoring our recruitment policy and the composition of our volunteer body. 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 six months after the date on which it is submitted. If your application is successful we will retain the information whilst you are a volunteer with us. 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, gender, religious beliefs, sexuality, health and convictions. The Data Controllers are Leeds and Chapeltown CAB.  **I give my consent to sensitive personal information being recorded and stored.**  **I also confirm that to the best of my knowledge, the information I have provided on this application form is true and correct.** | | | | |
| **Signed:** | **If you are submitting a paper copy of your application, please sign the box manually. If you are submitting an electronic version, please type your name into the box.** | **Date:** | **/** **/** | |

Please return this form:

**By email to:** volunteer@citizensadviceleeds.org.uk

**In person to:** Our reception @ 31 New York Street, Leeds LS2 7DT is open 9am – 5pm

**By post to:** LEEDS CAB**,** FREEPOST NEA 14323,LEEDS,LS2 3YY

If you need this form in a different format or paper copy please contact [volunteer@citizensadviceleeds.org.uk](mailto:volunteer@citizensadviceleeds.org.uk)