**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 Citizens Advice Leeds and checked the time commitment before you complete this form.

Thank you

**Personal details**

|  |  |
| --- | --- |
| **Title:**  |  |
| **First name:** |  |
| **Surname:** |  |
| **Address and postcode:** |  |
| **Email address:** |  |
| **Mobile telephone number:** |  |
| **Can we send a text?** **Can we leave a message?**  |   Yes ☐ No ☐ Yes ☐ No ☐ |
| **Landline number:** |  |
| **Can we say who is calling if someone else answers?** |  Yes ☐ No ☐ |
| **Preferred method of contact:** |  |
| **Date of birth:** |  |
| **Which volunteer role are you interested in?**

|  |  |
| --- | --- |
| Customer Service | ☐ |
| Telephone/Digital Assessor | ☐ |
| Advice Hub Assessor | ☐ |

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**Availability**

It’s useful to know when you will be available to volunteer. Please indicate

below the times when you are generally available:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Monday | Tuesday | Wednesday | Thursday | Friday |
| Morning9:00 - 13:00 |  |  |  |  |  |
| Afternoon13:00 - 17:00 |  |   |  |  |  |

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

|  |
| --- |
| **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 | ☐ |

 |
| **Work experience - either paid or unpaid**Please include your current/previous employment (including job training schemes), voluntary community activities, school placements, time caring for dependants etc. |
| **Date from:** | **Date to:** | **Role and responsibilities** |
|  |  |  |
|  |  |  |
|  |  |  |

## **References**

Please give 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).

**Referee 1:**

|  |  |
| --- | --- |
| **Name:** |  |
| **Address:** |  |
| **Postcode:** |  |
| **Email address / contact telephone number:** |  |
| **In what capacity do they know you?** |  |

**Referee 2:**

|  |  |
| --- | --- |
| **Name:** |  |
| **Address:** |  |
| **Postcode:** |  |
| **Email address / contact telephone number:** |  |
| **In what capacity do they know you?** |  |
| **Are you currently studying?**

|  |  |
| --- | --- |
| No | ☐ |
| Yes, part-time | ☐ |
| Yes, full-time | ☐ |

**If yes, please give details:** |
| **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?**Please tick all that apply | * Newspaper
* Reception at one of our offices
* Main Citizens Advice website
* Leeds 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 that 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 of 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 Citizens Advice does and client groups it works with, not everyone is suitable to volunteer at Citizens Advice. People with a conviction for a sexual offence against a child or vulnerable adult are not suitable to work in the Citizens Advice service.****Does this apply to you? Yes ☐ No ☐** |
| **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. 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)) EU/EEA nationals from other countries are entitled to volunteer if they have one of the following statuses to volunteer:* Pre-settled status
* Settled status
* A visa status that allows volunteering (as outlined on the NCVO website: [www.knowhow.ncvo.org.uk/your-team/volunteers/recruiting/volunteers-from-overseas](https://knowhow.ncvo.org.uk/your-team/volunteers/recruiting/volunteers-from-overseas))
 |
| **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.**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: Date:****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.** |

Please return this form:

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

**+In person to:** Our reception @ Oxford House, Oxford Row, Leeds LS1 3BE is open 9am – 1pm

**🖃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