



Application form to become a Citizens Advice volunteer

If you find the form difficult to understand or complete, please contact Herefordshire Citizens Advice.

Application number:

1. **Name:**

Mr / Ms / other (please state)

2. **Address:**

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Postcode:

3. **Telephone:**

4. **Email (if you have access):**

5. **Are you interested in any particular type of volunteer role(s)?**

e.g. adviser, receptionist, administrator, research and campaigns volunteers, campaigner, trustee.

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6. **Describe any skills you have that would be useful for the role you wish to do.**

Some we have thought of include: dealing with people face-to-face or on the phone, speaking / writing a language other than English, sign language, filing, research, using a computer, helping people to learn

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7. **Is there anything you have done over the past few years that you would like to tell us about?**

e.g. employment, work experience, volunteering, community activity (involvement in

tenants' associations, school activities, support groups etc.), caring for children, other relatives or a friend, classes, training courses

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

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

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10. It is useful to know when you will be available to volunteer. *The initial training takes place on Thursdays, for reception / admin roles this is weekly for 3 weeks, for adviser roles there are 10 weekly sessions.*

Please indicate below the times when you are generally available:

	Monday	Tuesday	Wednesday	Thursday	Friday
am					
pm					

Please indicate approximately how many hours or days per week you would like to volunteer for in context of the commitment determined by the role(s) you are applying for:

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Are there any times that you are unlikely to be available, e.g. school holidays?

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11. Where would you like to volunteer? *All volunteers are asked to volunteer at our Hereford office at least once per month.*

Please tick all locations you would be happy to volunteer at.

<u>Hereford city</u>		<u>Bromyard</u>	
<u>Ross on Wye</u>		<u>Kington</u>	
<u>Leominster</u>		<u>Other market towns in Herefordshire to be confirmed</u>	

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

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13. 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:

Address:

Postcode:

Email:

Name:

Address:

Postcode:

Email:

14. Please tell us about any specific needs you would like us to take into account, either at the interview or if we offer you a volunteer role, e.g. mobility. This information will be treated as strictly confidential.

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15. Please let us know where you found out about the volunteering opportunity

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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.

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](#).

Signed:

Date:

Please email this form to: recruitment@citaherefordshire.org.uk

or post to:

Volunteer Operations & Training Manager
Citizens Advice Herefordshire
8 St Owen Street
Hereford
HR1 2PJ