**Maryhill & Possilpark Citizens Advice Bureau**

**Volunteer Advice Worker Application**

Reference number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Section 1: Personal Details**

|  |  |
| --- | --- |
| Surname/Family Name |   |
|  |  |
| First Name(s) |  |
|  |  |
| Home address or best address to contact you: |
|  |
| Flat Position |  |
|  |  |
| House Number |  |
|  |  |
| Street Name |  |
|  |  |
| Post Code |  |
|  |  |
| Telephone Number |  |
|  |  |
| Mobile Number (if different) |  |
|  |  |
| Email Address |  |
|  |  |
| Are you currently Employed |  |
|  |  |
| If yes, where, and how many hours do you work: |
|  |
|  |

**Section 2: Skills and Experience**

Advice work requires many skills and qualities. Please indicate any of the following skills that you may have and use the space below to provide more information

|  |  |  |
| --- | --- | --- |
| Skills | Relevant to you? | From which job/ role/ life experience? |
| Listening skills |  |  |
| Effective communication |  |  |
| Empathy |  |  |
| Patience |  |  |
| Respect for others |  |  |
| Approachable manner |  |  |
| Seeking advice from colleagues |  |  |
| Willing to provide accurate and helpful information |  |  |
| Record keeping |  |  |
| Telephone skills |  |  |
| Computer skills |  |  |

*Please use this space to tell us about other skills you may have, including other languages, or to give more detail about any of the skills above. Continue on a separate sheet if necessary.*

|  |
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|  |

**Section 3: Work and Life Experiences**

Please tell us about your experiences. This may include paid employment, caring, bringing up a family, volunteering, community work or further education. These can include experiences in a different country.

|  |  |  |
| --- | --- | --- |
| Experience | Date from | Date until |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

*Please use this space below to tell us about any other experiences or to give more detail about any of the experiences above:*

|  |
| --- |
|  |

**Section 4: Education**

You do NOT need any formal qualifications to be an advice worker. However, we are interested in your background. Please tell us about qualifications from your home country and from the UK, including ESOL qualifications.

|  |  |  |
| --- | --- | --- |
| Qualification | Date awarded | From which institution e.g. name of university/ college |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Section 5: Motivations and Goals**

People have many reasons for volunteering. Please tell us why you are interested in this role. This will help us to support you and help us to evaluate our volunteers’ experiences.

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|  |

Are there any areas of advice work which particularly interest you or in which you have experience, i.e. employment, welfare benefits, housing, consumer rights, immigration?

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| --- |
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**Section 6: Availability**

Please refer to the volunteer agreement for our required commitments. We ask for a minimum commitment of 6 hours per week (either one full day or two half days). Please indicate when you are available for volunteering. We understand this may change.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Mon | Tues | Wed | Thur  | Fri | Sat  | Sun  |
| Morning  |  |  |  |  |  |  |  |
| Afternoon  |  |  |  |  |  |  |  |

**Section 7: Criminal Records**

Do you have a criminal record or any pending criminal proceedings?

*If yes, please give details*

|  |
| --- |
|  |

**Section 8: Languages**

Apart from English, what languages would you be happy to communicate in with a client?

|  |
| --- |
|  |

**Section 9: Additional Information**

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, childcare responsibilities, this information will be treated as strictly confidential.)

|  |
| --- |
|  |

**Section 10: References**

We ask all applicants to provide contact details for two referees. This is to give a character reference only and therefore can be anyone who knows you well e.g. a friend, a teacher, a support worker, an employer etc.

|  |  |  |  |
| --- | --- | --- | --- |
| Referee 1: |  | Referee 2: |  |
|  |  |  |  |
| Name: |  | Name: |  |
|  |  |  |  |
| Relationship: |  | Relationship: |  |
|  |  |  |  |
| Address: |  | Address: |  |
|  |  |  |  |
|  |  |  |  |
| Tel No: |  | Tel No: |  |
|  |  |  |  |
| Email: |  | Email: |  |

**Section 10: Recruitment Monitoring**

|  |
| --- |
| How did you hear about this volunteering opportunity? |
| [ ] Volunteer Centre | [ ] CAB Office | [ ] Friend |
| [ ] External Organization, please state: |
| [ ] Other, please state: |

### Section 11: Data Protection Act 1998

As part of the recruitment procedure we may collect and store sensitive personal data about you. 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 3 months after the date on which it is submitted. 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, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, offences and/or convictions. For the purposes of the Act the Data Controller is Maryhill & Possilpark CAB.

I declare the information given on this form is correct to the best of my knowledge and acknowledge that by signing this form I have given my consent to sensitive personal information being recorded and stored.

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |

**Please return this form to:**

Maryhill & Possilpark Citizens, Advice Bureau, 25 Avenuepark Street, Glasgow, G20 8TS, bureau@mapcab.casonline.org.uk