



Application number (office use):

Cost of Living Advice Assistant application form

Personal details

Surname:	
First name:	
Address and postcode:	
Email address:	
Telephone number:	
Preferred method of contact:	

Volunteer role, skills and experience

<p>1. Describe any skills you have that would be useful for the role of Advice Assistant:</p> <p>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 or Welsh, British Sign Language, good verbal / written communication skills, problem solving, etc.</p>

2. 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.

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

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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:

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

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning e.g. 9.00 - 13.00					
Afternoon e.g. 13.00 - 17.00					
Evening e.g. 17:00 - 21.00					

7. Are there any times between the 1/10/22 to the 31/3/23 that you're unlikely to be available?

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9. Are there any adjustments we can make to assist you in your application and / or interview? This information will be treated as confidential.

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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.

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References

Please give the name and contact details of a person, who knowS 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 be someone who knows you (but not a member of your family).

Referee 1:

Name:	
Email address:	
Contact telephone number:	
In what capacity do they know you?	

Our policy on convictions

Having a criminal record is not in itself a barrier to volunteering, and we will only take relevant convictions or sexual offences into account. 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 caution or conviction for a sexual offence against a child or vulnerable adult is considered unsuitable to volunteer.

Please answer the question below:

<p>Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974?</p> <p>For more information see: http://hub.unlock.org.uk/knowledgebase/a-simple-guide-to-the-roa/</p>	<p>Yes / No</p>
<p>If YES please provide details of the offence and the date of conviction:</p>	

If you are concerned about this and would like to discuss your individual circumstances further, please contact lyndy.bailey@citizensadvicebristol.org.uk

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)
 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)

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 Bristol

Signed:

Date:

When did you last use the Citizens Advice service?

Former clients can, and do, make excellent volunteers in a range of roles and having been a recent user of our services isn't necessarily a barrier to volunteering. There can be times where we might feel a gap between using our services and becoming a volunteer would be appropriate, but this is something we would discuss with you.

Please return this form to: lyndy.bailey@citizensadvicebristol.org.uk

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 - this is our 'legitimate interest' under data protection law. It will only be seen by staff involved in the recruitment process, and will be stored securely. We will retain unsuccessful application forms for up to 1 year from the date the application form was received.

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

You have legal rights over your data, including access to it, and the right to ask that it is corrected, restricted or deleted. There is more information on these rights on the Information Commissioner's Office website: www.ico.org.uk

If you have any questions about the use of your data, please contact: lyndy.bailey@citizensadvicebristol.org.uk

[Please continue to the Diversity and Monitoring information form](#)



Volunteer diversity monitoring information

Cost of Living Advice Assistant

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

Data protection overview

If you are happy to provide it, we will use this information for the sole purpose of allowing us to monitor equality of opportunity and treatment as necessary to maintain or promote equality within Citizens Advice.

The information you give us will be kept securely, won't be shared outside the service and is confidential.

It will not be seen by anyone responsible for making recruitment decisions or have any impact on you directly.

If you are successful in your application and we require this information for other purposes, you will be asked to provide it separately - i.e. this form will not be used for other purposes.

If you would prefer not to answer any of the questions we ask, please leave them blank. If you would like us stop using the information you provide, please contact us.

Diversity Monitoring Form

Age

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

Under 25		25 - 34	
35 - 44		45 - 54	
55 - 64		65 and over	
Prefer not to say			

Gender Identity

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

Man	
Woman	
Non-binary, gender fluid or gender-queer	
Do you identify as transgender?	
Prefer not to say/prefer to use another term	

Sexual orientation

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

Heterosexual/Straight	
Gay Man	
Gay Woman/Lesbian	
Bisexual	
I prefer to use another term	
Please write in.....	
Prefer not to say	

Ethnic origin

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

A. White	English/Welsh/Scottish/Northern Irish/British	
	Irish	
	Gypsy or Irish Traveller	
	Any other White background Please write in.....	
B. Mixed/multiple ethnic groups	White & Black Caribbean	
	White & Black African	
	White & Asian	
	Any other Mixed/multiple ethnic background Please write in.....	
C. Asian/Asian British	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Any other Asian Background Please write in.....	
D. Black/African/ Caribbean/Black British	African	
	Caribbean	
	Other Black/African/Caribbean background Please write in.....	
E. Other ethnic group	Arab	
	Any other ethnic group Please write in.....	
Prefer not to say		

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.....	
Prefer not to say	

Disability

A disabled person is defined under the Equality Act 2010 as someone with a 'physical or mental impairment which has a substantial and long term adverse effect on that person's ability to carry out normal day-to-day activities.'

Do you consider yourself to be disabled under the Equality Act 2010?

Yes	
No	
Prefer not to say	