### Application form for the role of

### Helpline Call Handler/

### Information and Advice Worker

**Thank you for your interest in volunteering with Age UK Bristol!**

Please answer the questions below to allow us to get to know you better and support you into volunteering with us. If you have any questions, need support filling out this form, or would like the form in a different formats, please contact us.

**Personal details:**

**Full name:**

**Name you like to be known by:**

**Pronouns (she/her, he/him, they/them etc.\*):**

**Landline number:**

**Mobile number:**

**Email:**

\*Please share your pronouns. Pronouns are the part of speech used to refer to someone in the third person. We want to know how to respectfully refer to you.

**Role-related questions (please check all boxes that apply):**

1. **Are you aged 18 over?**

Yes  No

1. **Can you make a commitment to volunteer for 6 months in this role?**

Yes  No

1. **Are you available at some point from Monday to Friday between 9am and 5pm (Helpline shift hours are between 10am and 1pm. Info and Advice can be done until 5pm)?**

Yes  No

1. **Please tell us of any accessibility requirements to enable you to work with us:**

**Getting to know you questions:**

1. Please tell us what motivates you to volunteer with Age UK Bristol:
2. Why do you think you’d be a good match for this role?
3. What is your understanding of the reasons for older people needing a specific helpline and tailored information and advice service?

1. Please outline any skills, qualifications, experience, training, hobbies, or interests you have that are relevant to the role:

**References**

We collect two references for all volunteer roles. We will not contact your referees until after your informal volunteer interview.

We need referees who:

* Have known you for at least 2 years.
* Are not related to you, and are not your partner.
* Are part of an organization that you’ve been involved with, such as a current/previous employer, a college/university tutor, a member of an organization that you’ve volunteered with or participate in, such as a church, mosque or club.
* Are willing to provide a reference (please check with them).

If you have any issues regarding the above, please talk to us about it when we meet.

**Referee 1:**

Name:

Email address:

Phone number:

Address:

How does the referee know you?

**Referee 2:**

Name:

Email address:

Phone number:

Address:

How does the referee know you?

**Right to Volunteer in the UK**

You are permitted to volunteer in the UK if you meet one of the following criteria:

* You are a British Citizen, from the EU or EEA.
* You have refugee status, indefinite or discretionary leave to remain in the UK or are awaiting the outcome of an asylum claim.
* You are in the UK on a student visa.

Please confirm if you meet one of the criteria listed above.

Yes  No

If your answer is NO, we will contact you to discuss your application further.

**How did you hear about this volunteer role?**

Internet search

Word of mouth

Age UK Bristol website

Voscur

Can Do Bristol

Charity Job

University of Bristol volunteering website

University of West of England volunteering website

Other (please specify):

**Declaration**

I certify that the information I have given on this form is true and accurate.

I agree that Age UK Bristol may hold my personal details on a database, on the understanding that this information will be kept confidentially and not given to any other organisation, and will be deleted when no longer needed.

* Name of applicant:
* Date:

**Data Collection:**

Age UK Bristol will treat personal data collected during the volunteer recruitment process in accordance with its HR Data Protection Policy. Information about how an applicant’s data is used and the basis for processing his or her data is provided in the organisation’s Privacy Notice for Applicants. For a copy of the Privacy Notice, email [jaywilkinson@ageukbristol.org.uk](mailto:jaywilkinson@ageukbristol.org.uk)