Volunteer Application Form 2021

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| **Title** | **First Name** | | | **Surname** | | | |
| **Address**  **Post Code** | | | | | | | |
| Telephone Home Mobile | | | | | | | |
| Work | | | | Date of birth | | | |
| Email address | | | | | | | |
| Car driver Yes / No Have own car Yes / No | | | | | | | |
| **Status (Please put X in box)** | | | | | | | |
| Unemployed | |  | Student |  | Retired | |  |
| Working Part-Time | |  | Working Full-Time |  | Other (please state) | |  |
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| **Please indicate which volunteer roles you’re interested in by placing an ‘X’ in the box on the right. We’ll then discuss these with you on the phone. Please note that all volunteers need to be 18 or over, apart from Exercise Class Helpers who can be 16.**  For all roles you’ll need to be available for **6 months,** although we understand there will be short periods when you are not available. | | | | | |

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| **Volunteer Telephone Befriender**   * You’ll be matched with one isolated older person to chat to once or twice a week on the telephone for around 30 minutes. |  |
| **Volunteer Befriender – Home Visits**   * You’ll be matched with one isolated older person to visit in their home once a week for about an hour. We’ll agree the location with you before we match you. |  |
| ***Further information about Befriending (by Telephone and Home Visits):***   * *Calls or visits can take place during daytimes, evenings or weekends. The same time each week is preferred but not essential.* * *Your role is a social chat, without expecting you to sort out any challenging problems. You’ll ask people if they have any support needs such as shopping or collecting prescriptions and let Age UK Solihull know.* * *This is a rewarding role, as our clients really value their volunteer who can make a real difference to their lives.* * *You’ll need to be a good listener, as older people may be feeling anxious or worried.* * *You will call from home and the older person will not be given your number.* * *Age UK Solihull will provide you with written guidance and telephone support from our Linking People Together Co-ordinators.* |  |
| **Digital Champion**   * You will give advice and support to a client who is isolated in their home with regard to using a tablet or computer. Support may be by home visits or phone. * Patience, empathy and good listening skills are essential, as clients may be anxious and beginners. * The aim is to support clients with simple tasks such as online shopping, video calls, email or searching for information. |  |

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| **Winter Warmth Service Telephone Volunteer**   * You’ll telephone two Solihull residents per week who would like advice on keeping their home warm or on home energy issues. * You’ll have a conversation to find out their needs. This will help find out if they are entitled to any assistance such as the Warm Home Discount or if they need any urgent support such as emergency heaters or electric blankets. * You’ll pass information to our staff. Any information is valuable and staff will call the client for a discussion if anything complex arises. * This is a rewarding role where you can make a practical difference to people’s lives and over time you can learn more about the service. * Calls can be made in the day-time, evenings or weekends, from your home. You would need to be available occasionally during day times to discuss any issues arising with staff and for some training. The role will take up to 2 hours per week. |  |
| **Volunteer Drivers for our Gentle Exercise Class**   * Drivers are allocated one older person to collect from their home to take to and from the exercise class, once a week for a 20 week course. |  |
| **Volunteer Class Helper for our Gentle Exercise Class**   * Class Helpers assist in the class, welcoming the older people, assisting with coats, taking the register, and checking if they need any extra assistance. |  |
| ***Further information about the Gentle Exercise Classes:***   * *Our Postural Stability Instruction classes (PSI) classes are for 20 weeks, term time only, at Renewal Christian Centre, B912JR* * *There is a choice of Monday or Thursday mornings or Wednesday afternoons.* * *You’ll join a friendly team, and it’s very rewarding to see the progress of clients.* |  |

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| Please let us know why you would like to become a volunteer with us? |
| What is your current or most recent job role? Please also let us know any work or voluntary experience you have that is relevant to volunteering with us. |
| Are you available during the daytime on weekdays? **Yes / No** |
| How much time would you like to volunteer per week?  (Please note any preference for days / time) |

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| **References - Please let us know the email addresses of two referees who have known you for at least one year.**   * At least one referee should be from someone in a position of authority, such as a representative of an employer or voluntary organisation. * Referees should not be family members and should live at a different address to you. * Your second reference can be from a colleague or friend. * If you don’t have an email address for them, please give a postal address, although this may mean your application takes longer to process |
| First Reference Name  How they know you  Email | |
| Second Reference Name  How they know you  Email | |

**Next of Kin**

Please let us know one or two people we could contact if you are taken ill or have an accident when volunteering. Please let them know you have given us their contact details.

Name Relationship

Telephone number(s)

Address (optional)

**Second contact is optional**

Name Relationship

Telephone number(s)

Address (optional)

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| Convictions  Have you ever been convicted, warned, reprimanded or  cautioned for a criminal offence, or liable in a civil case? YES / NO  If yes, details will be required from you on a separate sheet (in strict confidence).  You must disclose all previous convictions; none of these may be considered spent.  As we work with vulnerable people, certain volunteer roles are exempt from the provisions of the Rehabilitation of Offenders Act 1974 and any convictions must be declared.  Please note that certain volunteer roles will require a DBS check. |

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| Photograph - Please email us a photograph that we can use to send to your client and to make a name badge for you. |

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| Please confirm that all the information given on this form is correct, and please also confirm that you have read and agree to the Volunteer Agreement on Confidentiality which is attached on the following page.  (Please sign if you’ve printed this form or type your name if this form is being sent by email)  Name Date |

Thank you for your interest in volunteering with Age UK Solihull.

Please return this form by email to Catherine Gulati, Volunteer Manager

Email: [volunteering@ageuksolihull.org.uk](mailto:volunteering@ageuksolihull.org.uk)

If you’re unable to email, please post to:

Age UK Solihull, Lower Ground Floor, The Core, Homer Road, Solihull B913RG

**Volunteer Agreement on the Confidentiality of Service User Information**

Under Data Protection legislation including the General Data Protection Regulation (GDPR) 2018, Age UK Solihull has a legal duty to process personal and sensitive information about its service users in a manner that is legal and protects the rights of the service user. All service users are asked to explicitly consent to the ways in which we process their personal and sensitive information, this includes which information we can hold on our database and who we can share information about them with.

A volunteer must never disclose any personal or sensitive information about a client to any third party (outside of Age UK Solihull employees) without gaining the explicit consent of the service user. This includes sharing information with family members. A volunteer must also be aware that a service user may allow you to share a specific piece of information on a specific occasion but that consent to do this only applies to the purpose the consent was given. For example, a service user may consent to you talking to a family member about a specific issue or need. The consent given is only for that purpose on that occasion, it does not give you explicit consent to talk to the family member about other issues on other occasions.

If you work directly with a service user, eg as a befriender with the Linking People Together Service, you will be entrusted with personal and sensitive information about your service user, any information we provide you with we have gained explicit consent from the service user to do so. When we are assessing the service user we will ask them to sign a consent form which will indicate who they consent for Age UK Solihull to share information with and who they don’t. You will be provided with this information. However, if you are sharing personal or sensitive information with any third party you must at each occasion gain explicit consent from the service user to do so. This verbal consent must be recorded on your monthly reports e.g. ***Margaret gave her consent to me speaking to her GP about her feet.***

There are certain occasions where the law or the immediate needs of the service user override the need for consent:

• Where a criminal offence is being committed and we are required by law to disclose personal information

• When we believe the service user is at immediate risk of harm

Any service user information you are provided with, either in paper format or electronically must be kept secure at all times and not accessed by anyone else, it must always be anonymised.

All volunteers must protect the confidentiality of any personal or sensitive information entrusted to them in the course of their volunteering. If you are unsure about a situation you must contact the Coordinator or Manager for the service you are volunteering in.

Thank you for your co-operation on this important matter.

**Age UK Solihull Volunteer Privacy Notice**

How your information will be used:

1. The information the Charity holds regarding volunteers will be used for our management and administrative use only. We will keep and use it to enable us to run the business and manage our relationship with you effectively, lawfully and appropriately, during the recruitment process, whilst you are volunteering for us, at the time when your volunteering ends and after you have left. This includes using information to enable us to comply with any legal requirements, pursue the legitimate interests of the Charity and protect our legal position.
2. We may sometimes need to process your data to pursue our legitimate charitable interests, for example to prevent fraud, administrative purposes or reporting potential crimes. We will never process your data where these interests are overridden by your own interests.
3. Much of the information we hold will have been provided by you and you will have given explicit consent for us to process that information. Some may come from other internal sources, such as your line manager, or in some cases external sources, such as referees.
4. The sort of information we hold includes your application form and references, and documents you have signed; correspondence with or about you, contact and emergency contact details; information needed for equal opportunities monitoring policy; and records such as training records and supervisions. If you are driving as part of your volunteering role we will make an annual check that your Driving Licence and Insurance is valid for the purpose of that volunteering role.
5. You will inevitably be referred to in some Charity documents and records that are produced by your colleagues in the course of carrying out their duties and the business of the Charity, such as client histories on Charitylog.
6. Other than as mentioned below, we will only disclose information about you to third parties if we are legally obliged to do so.
7. The length of time your personal data will be stored for is dependent upon the nature of that data. Your personal data will be stored whilst you are a volunteer of Age UK Solihull. If you leave Age UK Solihull we will only retain data that is relevant to a purpose, for example providing references.
8. If in the future we intend to process your personal data for a purpose other than that which it was collected we will provide you with information on that purpose and any other relevant information.

Your rights

1. Under the General Data Protection Regulation 2018 (GDPR) you have a number of rights with regard to your personal data. You have the right to request from us access to and rectification or erasure of your personal data, the right to restrict processing, object to processing as well as in certain circumstances the right to data portability.
2. If you have provided consent for the processing of your data you have the right (in certain circumstances) to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn.
3. You have the right to lodge a complaint to the Information Commissioners’ Office if you believe that we have not complied with the requirements of the GDPR with regard to your personal data.

Contact details

1. Age Concern Solihull trading as Age UK Solihull is the controller and processor of data for the purposes of the GDPR.
2. If you have any concerns as to how your data is processed you can contact:  
     
   Lucy Garratt, Head of Services: lucy.garratt@ageuksolihull.org.uk