



Dalkeith & District Citizens Advice Bureau

Volunteer Application Pack



Welcome!

Thank you for your interest in volunteering with the Citizens Advice Bureau in Dalkeith.

Please complete and return your completed form (at the end of this document) by post or email to the address below.

We may need to photocopy or scan your form, so it is important that it is legible. Please complete it electronically or in black ink.

Please feel free to call the Bureau at any time if you have any questions. For an informal chat, please contact Alan Rooney, Volunteer Co-ordinator via email to

Alan.Rooney@dalkeithcab.org.uk.

Volunteering at the CAB has given me a fantastic opportunity to improve my confidence and develop many transferable skills.
- CAB Volunteer

Please bear in mind, the Bureau is very busy at the moment, so apologies in advance if we are unable to respond straight away. Many thanks.

Return the form to:

Julie Podet, Manager
Dalkeith Citizens Advice Bureau
8 Buccleuch Street
Dalkeith EH22 1HA

E-mail: Julie.podet@dalkeithcab.org.uk

Why volunteer with Dalkeith CAB?

Volunteering for the CAB is a rewarding experience and great opportunity to gain knowledge, experience and skills, while giving something back to the community. It involves:

Meeting new people from a wide range of backgrounds, differing ages and life experiences, with varied outlooks, needs and circumstances.

Gaining new skills and knowledge is a crucial part of volunteering. This can be related to the specific role (e.g. benefits, debt, admin, etc.) Some of these can lead to industry-level qualifications. All roles will involve developing valuable transferable skills for customer care, effective communication and engaging with people from all walks of life.

Building confidence. Volunteering gives the chance to try something new, interact with others, be part of a team and gain a real sense of achievement that can help with gaining confidence.

Being part of the community by finding out about organisations and activities within the local area.

New challenges. Challenge yourself to do something different while gaining support from colleagues in the team. By setting goals and applying new skills, you may discover talents you didn't realise you had!

Making an impact. The time and care you give will make a positive difference in local people and communities. The CAB's holistic, free, impartial, confidential, quality-assured service is a lifeline for many who are isolated, vulnerable and facing challenges.

And, volunteering is fun!

What volunteering roles are available?

Advisers

They provide face to face, telephone or online advice and information to clients on a range of issues including benefits, debt, home energy savings, employment and housing. The training to become an adviser takes about 3 months.

I highly recommend volunteering at the CAB for all young people, especially if you are unsure about your future career plans.

it is a fantastic way to develop skills and find inspiration. come across career inspiration.

- CAB Volunteer

Administration

This involves tasks like photocopying and scanning documents, updating rotas and appointment schedules, entering data into electronic recording systems, and similar admin activities.

Reception

Volunteer receptionists answer phones, open and sort emails and post, greet clients and show them to appointments.

Social Policy

The CAB collects information on issues clients bring that may have implications for policy at a national level. Social Policy volunteers identify and report information to Citizens Advice Scotland, the national network for bureaux.

Trustee Board

Our governing body is made up of volunteers who meet six times per year and carry out other strategic and management functions between meetings. They receive training and support to carry out their functions.

Dalkeith Citizens Advice Bureau

Volunteer Application Form



We strive to be an Equal Opportunities organisation and we welcome applications from all people regardless of age, ethnicity, religion or belief, sex, relationship status, gender identity, disability, sexual orientation or care responsibilities.

We offer free, holistic, impartial, confidential, quality-assured advice. Applicants must be willing to work within these principles, uphold all CAB policies and procedures and implement the CAB Equal Opportunities policy in all aspects of work.

Please note, we do not ask for your age or date of birth, but you have to be over 16 years of age to be a CAB Adviser.

Personal Information			
Surname		First Name (s)	
Address		Known as	
		Contact Tel No.	
		Email	
Postcode			
Please tick this box to confirm you are over 16 years old <input type="checkbox"/>		How did you hear about the CAB?	
Please tick the types of volunteering you are interested in.			
<input type="checkbox"/> Adviser <input type="checkbox"/> Administrator <input type="checkbox"/> Social Policy <input type="checkbox"/> Trustee Board <input type="checkbox"/> Reception <input type="checkbox"/> Other			
(If "other" please explain below.)			

Education and Experience

Please provide details of any qualifications or training courses completed which may be relevant to your application:

Qualification / Training	Place of study	Level of qualification

Add additional rows or continue on a separate sheet if required. Please remember to add your name to the continuation sheet.

Please tell us about your work experience (paid and unpaid) and any other skills and knowledge that you feel are relevant to the role of volunteer.

Please say why you want to join CAB and/or provide any further information you wish in support of your application:

We need all volunteers to be able to commit up to 6 hours per week – please tick the days and times you would be available.

Day →	Monday	Tuesday	Wednesday	Thursday	Friday
Morning					
Afternoon					

References			
Please supply the names and contact details for two people who are willing to supply a reference for you, and who have known you for at least 2 years.			
Name		Name	
Job Title/Role		Job Title/Role	
Address		Address	
Contact no. and email		Contact no. and email	
In what capacity do they know you?		In what capacity do they know you?	

By submitting this application form to Dalkeith Citizen’s Advice Bureau, you are consenting to the processing and storage of your personal data in order that you can progress through our volunteer recruitment process.

If your application is unsuccessful we will retain your information for 12 months; after this date it will be safely destroyed.

If your application is successful we will retain your information for the duration of your commitment and up to 6 years after you cease volunteering. Please refer to Citizen’s Advice Bureau Privacy Notice for Staff and Volunteers for more information.

I agree to my information being used for the purpose of assessing my suitability to volunteer with Dalkeith Citizen’s Advice Bureau.

Signature		Date	
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Please return this form (by post or via e-mail) to:

Julie Podet
Manager
Dalkeith Citizens Advice Bureau
8 Buccleuch Street
Dalkeith
EH22 1HA

Tel (Direct Dial): 0131 654 4363

E-mail: Julie.podet@dalkeithcab.org.uk

Thank you for your interest in volunteering with our CAB.

Dalkeith & District Citizens Advice Bureau, 8 Buccleuch Street, Dalkeith, Midlothian EH22 1HA

Tel. 0131 660 1636, Email: bureau@dalkeithcab.org.uk. Web: www.DalkeithCAB.org.uk

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