



# Dalkeith & District Citizens Advice Bureau

## Volunteer Application Pack



# Welcome!

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

Please read this pack and complete and return the application form at the end. You can post or email it to the address below, or complete it online via the QR code below, or this link [www.tinyurl.com/CAB-Volunteer-Pack](http://www.tinyurl.com/CAB-Volunteer-Pack)

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](mailto: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 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](mailto: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, social media, etc.) Some of these can lead to recognised qualifications. All roles 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 roles are available?

This is a sample of roles often available at Dalkeith CAB. Others arise from time to time. Tell us about your skills, experience and interests and we will try to find the right role for you!

## 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. It's a fantastic way to develop skills and find career and personal 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 times. They receive training and support to carry out the role. Please visit [www.DalkeithCAB.org.uk/news](http://www.DalkeithCAB.org.uk/news) for information on being a Trustee.

# Dalkeith Citizens Advice Bureau Volunteer Application Form

Office Use Only Date Received
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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			
Last Name		First Name (s)	
Address		Known as	
		Phone number	
		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 tell us about any qualifications or training you've completed that you think are relevant to volunteering for Dalkeith CAB. (Please include dates and places.)

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

Please use this space to say why you would like to be a CAB volunteer and also provide any further information you wish to support 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.**

<b>Day →</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
Morning					
Afternoon					

<b>Referees</b>			
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	
Capacity in which they know you		Capacity in which 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](mailto:Julie.podet@dalkeithcab.org.uk)

Or, complete the form online by  
scanning this QR code or visiting  
[www.tinyurl.com/CAB-Volunteer-Pack](http://www.tinyurl.com/CAB-Volunteer-Pack).



**Thank you for your interest in volunteering with our CAB.**

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

Tel. 0131 660 1636, Email: [bureau@dalkeithcab.org.uk](mailto:bureau@dalkeithcab.org.uk). Web: [www.DalkeithCAB.org.uk](http://www.DalkeithCAB.org.uk)

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