**Volunteer Application Form**

Thank you very much for your interest in volunteering with Nexus NI. If you need help completing this form, please call us on 075 9352 6661 or email us at [volunteer@nexusni.org](mailto:volunteer@nexusni.org).

All the information you provide on this form is confidential and will not be passed on to a third party. Nexus complies fully with current Data Protection and Freedom of Information legislation.

PRIVATE & CONFIDENTIAL

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| --- | --- | --- |
| **Reference number**  **VHO** | **Title of Position**  **Volunteer Helpline Operator** | **Date** |
| **Where did you see the role advertised?** | | |

**Personal Details**

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| --- | --- |
| **Surname** | **Title/Pronouns** |
| **First Name (in full)** | **Previous Surnames** |
| **Address** | **Mobile Phone Number** |
| **Alternative Phone Number** |
| **Email Address** |
| **Communications Preference**  (Let us know how you would like us to contact you about your volunteer application) | Phone ❑ Email ❑ Letter ❑ |

**VOLUNTEERING STATUS**

The right to volunteer in the UK can be dependent on your citizenship and UK immigration status so please make sure that you are allowed to volunteer (on your visa where relevant).

**Are you legally entitled to stay in the UK?**

Yes ❑ No ❑

**Are you eligible to work in the UK?**

Yes ❑ No ❑

**YOUR AVAILABILTY**

Have you checked the role description for the time commitment for the role and can you meet it?

Yes ❑ No ❑

**Which days/ times are you available to volunteer?** *Please tick all that apply.*

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| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Mon** | **Tue** | **Wed** | **Thu** | **Fri** | **Sat** | **Sun** |
| **Morning** |  |  |  |  |  |  |  |
| **Afternoon** |  |  |  |  |  |  |  |
| **Evening** |  |  |  |  |  |  |  |

**QUALIFICATIONS AND REGISTRATIONS**

Please detail education or professional qualifications or professional registrations that are relevant to this role.

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| **Awarding Body** | **Description** | **Date Awarded** |
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**EMPLOYMENT/WORK HISTORY**

Please provide details of your employment and any voluntary roles. You can continue on a separate sheet if needed.

**Present Post (if not currently working – most recent post)**

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| --- | --- | --- |
| **Name of Organisation** | **Role** | |
| **Address** | **From** | **To** |

|  |  |  |
| --- | --- | --- |
| **Name of Organisation** | **Role** | |
| **Address** | **From** | **To** |

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| **Name of Organisation** | **Role** | |
| **Address** | **From** | **To** |

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| --- | --- | --- |
| **Name of Organisation** | **Role** | |
| **Address** | **From** | **To** |

**SKILLS AND EXPERIENCE**

The following sections will help us to understand if you have the essential skills and experience to do this role. Use examples from your experience where you can.

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| **Essential Criteria**  Experience of working (either paid or voluntary) in a supportive role with adults or children at risk |
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| **Essential Criteria**  Good level of both verbal and written communication to both callers in crisis and professionals |
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| **Essential Criteria**  Demonstrable administration and IT skills |
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| **Essential Criteria**  Awareness of dealing with at risk clients and issues surrounding domestic and sexual abuse |
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| **Essential Criteria**  Ability to work unsupervised and make decisions while maintaining safe working practices |
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| **Essential Criteria**  Demonstrable knowledge of maintaining confidentiality while interacting with high risk clients/callers |
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| **Desirable Criteria**  Experience of working on a Helpline/Call centre environment |
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| **Desirable Criteria**  Experience working with victims of domestic/sexual abuse |
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| **Desirable Criteria**  Counselling, Listening Ear or similar qualification/training |
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| **Desirable Criteria**  Experience of risk assessment and management |
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| **Desirable Criteria**  Knowledge and understanding of the voluntary sector and services available to survivors of domestic and sexual abuse |
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| **Desirable Criteria**  Experience of communicating with callers for who English is not their first language |
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| **Desirable Criteria**  Understanding of the issues surrounding domestic and sexual abuse across different cultures |
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**ACCESSIBILITY**

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| **Do you have a disability that you consider relevant to this application/role? If yes, and you are happy to share details, let us know about your disability and how it impacts you.** |
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| **Are there any specific arrangement/adjustments we need to make if we invite you to an interview?** |
| Note that interviews will be done online using Microsoft Teams |

**REFERENCES**

|  |  |
| --- | --- |
| **You should let your referee know that you are giving their details to us and make sure contact information if accurate.**  Please give details for two referees who have known you for more than 6 months, have knowledge of your work and who are in a supervisory/managerial role.  These can be from employment, volunteering or education. References must *not* be from a relative or someone you have a close personal relationship with. | |
| **Name** | **Name** |
| **Role** | **Role** |
| **Organisation** | **Organisation** |
| **Relationship to you** | **Relationship to you** |
| **Phone Number** | **Phone Number** |
| **Email** | **Email** |

**PROTECTION OF VULNERABLE ADULTS AND CHILDREN**

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| **Is there any reason why you cannot or should not work with vulnerable adults or children?** |
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**CRIMINAL BACKGROUND CHECKS**

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| **Do you have any convictions that are not “protected” as defined by the Rehabilitation of Offenders (Northern Ireland) Order 1978, as amended in 2014?** A list of specified offences can be viewed here.  <https://www.nidirect.gov.uk/publications/accessni-list-specified-offences> |
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All offers for Volunteer Helpline Operator roles will be subject to an Enhanced Access NI (Criminal Background) Check. We will provide information about what an Enhanced Access NI Checks involves, and ask for your consent to do it. Click on the links below to find out what an Enhanced Access NI check includes and what information is disclosed.

[www.nidirect.gov.uk/articles/types-accessni-checks](http://www.nidirect.gov.uk/articles/types-accessni-checks)

[www.nidirect.gov.uk/articles/information-disclosed-in-a-criminal-record-check](https://www.nidirect.gov.uk/articles/information-disclosed-in-a-criminal-record-check)

If you need advice on criminal background checks/disclosures, you can also get this from NIACRO [www.niacro.co.uk](http://www.niacro.co.uk).

**PERSONAL DECLARATION**

I declare that the information given in this application is a true and complete statement. I understand that any offer of role and subsequent volunteering is subject to satisfactory references and satisfactory disclosure from Access NI at the appropriate level, where this is a requirement of the role (if stated in the volunteer role description).

**Signature: Date:**

**Please return this application form to** [**volunteer@nexusni.org**](mailto:volunteer@nexusni.org) **or if you prefer to post it, to Nexus NI, 59 Malone Road, BELFAST, BT9 6SA.**