



Volunteer Application Pack



For further information please contact:

Central Business Unit
SHAP Ltd
Alexandra Business Park
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Prescot Road,
St Helens WA10 3TP

cbu@shap.org.uk

01744 454056

(Revised September 2018)



1. Introduction

This application pack is aimed at providing you with information about Shap to help you decide if you would like to volunteer with our organisation. It provides background information about us, a summary of our services and the application and recruitment process.

2. Background

Shap was started by a group of people who were concerned about the rising number of young homeless people in St Helens in the late 1970s. After some temporary solutions, like a shared maisonette where young people were supported by volunteers, our first hostel opened its doors in early 1981, providing them with shelter, food, warmth, support and respect.

We have grown a lot since then and are now working throughout Merseyside and North Wales. Our main activities include:

- Provision of a significant number of supported housing services for homeless people and a range of other client groups including floating support services and specialist residential and community services for such groups as teenage parents, people with drug and alcohol issues and refugees.
- Delivery of a range of advocacy services including non statutory advocacy for people with mental health needs, statutory advocacy such as IMHA, client directed community services, self help and citizen's advocacy.
- Advice and representation services and community development services that work in a range of settings including a specialist Black and Minority Ethnic (BME) service. Others are based within housing schemes and estates.
- Child care services, including management of three day nurseries.
- Recycling schemes.

3. Mission

Shap will be a major force in combating homelessness, poverty and disadvantage. We will promote social justice, empower people and build strong, resilient communities.

4. Values

Following a series of workshops with Shap staff and input from service users, interviews and comments on evaluation forms, Shap developed the following values - they describe the way we deliver our work and the way we interact with other people and organisations:

Supportive

Listening, understanding, supporting people to achieve their goals, supporting each other

Approachable

Being open, friendly and welcoming

Determined

Being persistent, going the extra mile, challenging poor attitudes and practices

Safe

Making people feel safe and at home, giving them a sense of belonging, making SHAP a place where they feel able to return

Creative

Delivering a diverse range of services, being dynamic and flexible in our approach and responsive to people's needs

Positive

Looking for solutions not problems, being helpful and confident, empowering people to take up opportunities

Respectful

Being generous in spirit, making people feel they matter, not judging and not discriminating

Having integrity

Being professional and honest, doing the right thing, focusing on our service users and being committed to the organisation and our colleagues

5. Management and legal structure

Shap's operational management and strategic development is led and co-ordinated by its CEO and Leadership Team. The CEO reports to the Board of Trustees. The organisation is a registered charity and a company limited by guarantee.

6. Recruitment of volunteers

We welcome and respect the breadth of experience, skills, dedication and goodwill that volunteers bring. Informal interviews are carried out to ensure that applicants are suitable for the role in question. We will base our selection on the ability of each applicant to fulfil the role, taking into account any impact volunteering may have on the safety of all parties and our reputation. Where applicable volunteers will be required to undergo an Enhanced DBS check. In most cases you will need to be over 16 years of age to volunteer independently and under 18s may require parental consent. We do not have an upper age

limit for volunteers but there may be situations that require us to ask someone to stop volunteering – for example when health issues are considered a risk to the person concerned or others around them.

7. Ex-service users

Ex-service users who wish to volunteer with us are welcome to apply but there are circumstances where we may ask for a gap of at least a year before they can be a volunteer. This is because of the likelihood that people who are still using services will be known by the volunteer and also because of the need for service users to have some time away from the charity before they will be ready to come back and support other people.

8. Shap's responsibilities to its volunteers

- To offer equal opportunities to everyone who wants to volunteer
- To match your skills and experiences with the right role for you wherever possible, understanding your motivations and aspirations
- To offer appropriate training and support for your role
- To celebrate success and recognise loyalty and dedication
- To respect all our volunteers and listen to what you have to say, consistently encouraging two-way communication
- To provide information about the charity's work, policies and procedures
- To reimburse agreed out-of-pocket expenses
- To make necessary arrangements to ensure your health, safety and welfare as a volunteer
- To encourage a positive and friendly atmosphere
- To provide access to trained members of staff, to support, guide and advise you.

9. Our expectations of you as a volunteer

- To have the best possible experience by getting involved and enjoying your volunteering experience
- To aim for high standards of efficiency, reliability and quality in your volunteering
- To work in partnership with other volunteers, staff and service users
- To support, respect and adhere to our organisational policies, guidelines and management decisions – including all aspects of equal opportunities, health and safety, data protection and use of our brand
- To always consider and protect Shap's excellent reputation in your actions and conduct
- To act responsibly and within the law
- To let your manager know first if you have any problems so that we can find a solution together

- To let your manager know if there are any changes in your personal circumstances that may affect your volunteering
- To provide notice of termination of the agreement and complete the evaluation questionnaires as we are always striving to improve the experience of our volunteers.

10. Your work with us

As a volunteer you are entitled to be treated like an employee. Although we cannot pay you for your time you will be reimbursed for any agreed expenses. You will be covered by our Employer's Liability insurance, our Health and Safety policies and procedures, and our Grievance and Disciplinary policy and procedure. You will of course be expected to work within the guidance of all our policies and procedures, and your manager will introduce these to you when you start volunteering with us.

We will also offer you the opportunity to do some training whilst you are volunteering with us. This training will mainly be 'in house' – that is provided by your manager or other Shap employees, but on occasions we will offer you a place on an external training course and we will cover the costs of these courses. If, whilst you are volunteering with us you identify some training that you would like to do please talk to your manager and we will try to make that training possible.

You will receive regular supervision with your manager during your time with us. During these meetings we will review all aspects of your volunteer role including key tasks and any training and support requirements.

11. Volunteer Agreement

New volunteers will be invited to a meeting with their manager to draw up a Volunteer Agreement. All volunteers are subject to a probationary period the length of which is dependent on the hours volunteered, at the end of which, the Volunteer Agreement will be reviewed.

12. Termination of Volunteer Agreement

Possible grounds for terminating your volunteer agreement may include, but are not limited to, the following: gross misconduct, being under the influence of alcohol or drugs, theft of property, or misuse of organisation's equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by organisation policies and procedures, failure to meet standards of performance, and failure to perform assigned duties satisfactorily.

No volunteer will be asked to leave the organisation until they have had an opportunity to discuss the reasons with supervisory staff.

Volunteers may resign from their volunteer service with the organisation at any time. Volunteers who intend to resign will be asked to provide notice of their departure, and a reason for their decision.

13. Expenses

Volunteers may request reimbursement of reasonable out-of-pocket expenses, such as travel costs. If you devote more than four hours in one day, a sandwich lunch or equivalent will be provided. Payment of expenses must be authorised by your manager and receipts or tickets will be required.

14. Volunteers receiving benefits or Universal Credit

You are free to volunteer while you are receiving benefits or Universal Credit. This is as long as the work you do is unpaid and you meet the rules of your benefit. Always check with your personal adviser before you start volunteering.

15. How to apply

If you are interested in becoming a volunteer with our organisation please complete the attached Volunteer Application Form and return it to our Central Business Unit. On receipt of your form you will be contacted by one of our managers and could be invited in for an informal discussion / interview. References will only be sought for successful applicants. An offer of a volunteer placement may be subject to a satisfactory DBS check. This will be free of charge and we are happy to help you with this application if required.



VOLUNTEER APPLICATION FORM

Thank you for your interest in volunteering with Shap. The information you provide in this application form will help us to decide how you might be able to help us. Please can you provide as much information as possible about your experience, interests and availability to volunteer. If you have any questions, please do not hesitate to contact us on the details given at the end of this form.

PERSONAL INFORMATION

Mr/Mrs/Miss/Ms:

First name(s):

Surname:

Home address:

Daytime phone number:

Evening phone number:

Post code:

Mobile number:

Email address:

Date of birth:

SKILLS, EXPERIENCE AND INTERESTS

Please give details of your experience or education that you feel will be relevant in working with SHAP

Hobbies, interests, skills

WHICH AREAS OF VOLUNTEERING ARE YOU INTERESTED IN (Please tick all that apply)

- ☐ No preference
- ☐ Working one-on-one with a single client
- ☐ Providing a service to several clients
- ☐ Helping in general administrative duties
- ☐ Group work
- ☐ Fundraising & Profile Raising
- ☐ Practical tasks, e.g. decorating, gardening
- ☐ Tenant participation activities
- ☐ Working directly with a member of staff as an assistant
- ☐ Other (please specify)

WHEN WOULD YOU BE AVAILABLE TO VOLUNTEER?

Please give as much detail as possible about what days and times would best suit you and how often would you be able to volunteer.

DO YOU HAVE ACCESS TO A CAR THAT YOU CAN USE FOR VOLUNTEER WORK?Yes ☐No ☐Occasionally ☐**HOW DID YOU HEAR ABOUT US?**

- | | |
|--|---|
| <input type="checkbox"/> Through a volunteer | <input type="checkbox"/> Advertisement |
| <input type="checkbox"/> From client of the organisation | <input type="checkbox"/> Through a friend |
| <input type="checkbox"/> Website | <input type="checkbox"/> Other (please specify) |

REFERENCES

Please provide details of two people who have known you for at least two years that we can ask for references regarding your work/study/experience and your suitability to volunteer with us. Wherever possible these should be current/past employers, places you have volunteered or a teacher/tutor. If you are unable to provide referees from these areas, please note this and we will contact you to identify appropriate references.

(1) Name:

Address:

Telephone number:

Email address:

How do you know this person?

(1) Name:

Address:

Telephone number:

Email address:

How do you know this person?

SUPPORT & HEALTH NEEDS

Do you have any disabilities, health needs or extra support needs that we should be aware of when organising your volunteering?

☐ Yes ☐ No

If yes please give details to help us plan your volunteering.

DECLARATION OF CRIMINAL RECORDS AND DISQUALIFICATIONS

Given the nature of our work, Shap is exempt from Section (2) of the Rehabilitation of Offenders Act 1974. The information we request will be used only to assess the applicant's suitability for volunteering, insofar as it is relevant.

Details about convictions are only requested from people invited for interview, and criminal records will be taken into account for volunteer recruitment purposes only when the conviction is relevant.

Have you ever been convicted of a criminal offence?

☐ Yes ☐ No

If your answer to the above question is 'Yes' and you are invited for interview, you will be required to fill in a 'Disclosure of Information Relating to Criminal Offences' form prior to your interview.

As Shap meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered a volunteering role and will be involved in direct work with service users will be subject to a DBS check from the Disclosure and Barring Service before the appointment is confirmed.

Are you registered with the ISA Vetting and Barring Scheme?

☐ Yes ☐ No

If YES, please provide your registration number:

DATA PROTECTION

At Shap we value your support and promise to respect your privacy. The Data Protection Act 2018 sets out certain requirements for the protection of your personal information against unauthorised use or disclosure. The Act gives you certain rights. The information which you provide on this form and any other information obtained or provided during the course of your application will be used solely for the purpose of assessing your application, except when we are required or permitted to by law. We require your consent to process the information you have provided, so please make sure that you sign the attached consent form and send it to us along with your application.

If your application is unsuccessful, or you choose not to accept any offer of volunteering we make, the information will not be held for longer than two years. After this period, it will be destroyed; however, relevant but non-traceable information will be retained in the longer term for equal opportunities monitoring purposes.

If your application is successful, the information will form part of your volunteering file once you are in post, and we will require your consent to process your personal data while you are volunteering with us.

Data Subject Consent Form (Employees, volunteers and students)

I, _____, grant Shap Ltd authority to process my personal data for the legitimate reasons and purposes noted below.

Our reasons for processing your personal data are to:

- enter into a contract with you and carry out our obligations arising from any such contract.
- comply with a legal duty.
- ensure that the information we hold about you is kept up-to-date.
- process an application and/or obtain references if you apply for an alternative position/ promotion within the organisation.
- protect the vulnerable adults and children that we support.
- process (where applicable) an application for an Enhanced Criminal Record check via the Disclosure Barring Service to comply with our legal and regulatory requirements.
- be able to contact your nominated emergency contact person(s) in case of an emergency at work.
- complete a questionnaire about your health, to establish your fitness for work.
- process payments for work undertaken by you as an employee.
- comply with our legal obligations which include HMRC and pension requirements.
- remember your preferences (if you ask not to receive marketing material, we will keep a record of this) to ensure we comply with your consent request.
- use for our own lawful interests (marketing, internal record keeping or to improve our products) provided your rights don't override these.
- seek your views or comments on the services we provide.
- notify you of changes to our services.
- send you communication(s) which you have requested and that may be of interest to you.

We will only use your information for the purpose that it was collected (or similar/related purposes). This includes using the data as necessary to perform our contractual obligations and provide services to you. We do not reveal this information to third parties for marketing.

The personal data that we may need to process:

- Name, address, email address, date of birth
- Details of your employment/volunteering history
- National Insurance number
- Tax details
- Bank details
- Vehicle registration information & vehicle insurance certificate (if using your vehicle for work purposes)

- Details of your next of kin
- Health/disability information
- Disclosure and Barring Service records to support our safer recruitment practice
- Right to work documentation
- Proof of your qualifications/training certificates
- Proof of your identity – e.g. copies of your passport and driving licence
- Gender, ethnicity and marital or civil partnership status are aspects that we collate for monitoring of equal opportunities and ensuring best practice within our own governance, all of which is optional information which you can choose if you wish to provide or not.
- Notes from 1:1 meetings with your line manager (supervision, appraisal meetings)
- Medical information including GP/occupational health reports
- Disciplinary/grievance letters or information
- Absence information including absence history, meeting documentation, sick pay information.

I am aware that I may withdraw my consent at any time by putting my request in writing & sending it to Shap's Head Office. The address to send any letters to is:

Shap Ltd, Lakeside Building, Alexandra Business Park, Prescot Road, St Helens, Merseyside WA10 3TT

All information will be dealt with in accordance with Shap's Confidentiality, Data Protection and Privacy Policies, which are available to you on request.

Signed by: _____ *(Signature of employee/volunteer/student)*

Print name: _____ Date form signed _____

Date request actioned by CBU: _____ Person processing this form: _____

Signature: _____

The Data Protection Officer (Mark Weights) is the owner of this document and is responsible for ensuring that it is reviewed in line with the requirements of the Data Protection Act 2018.

A current version of this document is available to all members of staff on the company I-drive.

DECLARATION

I understand and agree that data contained in this application form will be used for volunteer recruitment purposes and will be held on a computer database. I also agree to Shap holding this form securely in paper format.

I confirm that the information I have given is correct and complete and that any false statements or omissions may result in my services being terminated.

Signed:

Date:

Print name:

EQUAL OPPORTUNITIES MONITORING FORM

Attached to this application is an equal opportunities monitoring form. You do not have to complete this part of the form but if you would like to do so the information would be very helpful to us. The information will only be used to provide us with statistics to show us where we need to target our volunteer recruitment. This will help us to make sure that Shap welcomes volunteers from all areas of society.

WHERE TO SEND THIS FORM

Thank you for taking the time to complete this form. Please return your completed application, equal opportunities monitoring form and consent forms to:

cbu@shap.org.uk or

**Central Business Unit
SHAP Ltd
Alexandra Business Park
2nd Floor, Lakeside Building
Prescot Road
St Helens
Merseyside WA10 3TP**

Guidelines for the completion of the recruitment monitoring form

You do not have to complete this part of the form but if you would like to do so the information would be very helpful to us. The information will only be used to provide us with statistics to show us where we need to target our volunteer recruitment. This will help us to make sure that Shap welcomes volunteers from all areas of society.

POST APPLIED FOR:**VOLUNTEER**

Guidelines: Ethnic Origin**1 ETHNIC ORIGIN**

If you wish to classify yourself in some other way, please use the additional spaced provided to do so.

I would describe my ethnic origin as (please tick)

- | | | | |
|---------------------------------|--------------------------|-------------------------|--------------------------|
| White | <input type="checkbox"/> | Indian | <input type="checkbox"/> |
| Black - British | <input type="checkbox"/> | Pakistani | <input type="checkbox"/> |
| Black - Caribbean | <input type="checkbox"/> | Bangladeshi | <input type="checkbox"/> |
| Black - African | <input type="checkbox"/> | Chinese | <input type="checkbox"/> |
| Black - other (please describe) | <input type="checkbox"/> | Other (please describe) | <input type="checkbox"/> |
-

2 GENDER

I am (please tick)

Female ☐

Male

☐

Transgender ☐

3 AGE _____ Date of birth

Guidelines: Disability

We understand that many employees do not declare disability because of possible discrimination against them by employers in the selection process, and many people do not register as disabled for the same reason. SHAP does not directly discriminate against disabled people but is aware that it is probably indirectly discriminating against them. We are striving to improve.

4 DISABILITY

- a) I do / do not have any disabilities*
- b) I am / am not registered disabled*
- c) I would / would not require special adaptations/equipment to take up a volunteering role*

Please specify

*If you answer in the affirmative to any of the above questions and are shortlisted for interview, please contact us to ensure that interview arrangements are to your satisfaction.

Guidelines:

Sexual Orientation

We appreciate that some people may find the question on sexual orientation to be an extremely personal one and we must therefore re-iterate that you are under no obligation to answer it. However, SHAP is particularly aware of discrimination against gay and lesbian people in housing and, in order to promote policies which actively work against such discrimination, it is important that we attract gay and lesbian people to work with us

5 SEXUAL ORIENTATION

I would describe myself as: Heterosexual ☐
Lesbian ☐
(please tick)
Bisexual ☐ Gay ☐

6 MEDIA RESPONSE

Where did you see this post advertised?

7 COMMENTS

Do you have any comments on our monitoring form?
