**Helpline, email and live chat support volunteer application form**

Registered charity number 1179871

**STRICTLY CONFIDENTIAL**

**Please read the following before completing the form:** Please read all the information provided in this form carefully, especially details about how we look after your personal details. To complete the form digitally, enter information in the grey fields, tick the appropriate boxes and then sign the form (we will accept electronic signatures). To complete by hand, please print the form and complete the information in the spaces provided and tick where indicated. This can be posted to Box R, 12 Mill Road, Cambridge, CB1 2AD.

**Your details**

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| **Title** |  | | | | |
|  |  | | | | |
| **Full name** |  | | | | |
|  |  | | | | |
| **Current Home Address**  (inc. postcode) |  | |  | Home  Work  University/college  (please tick as appropriate) |
|  |  | | | | |
| **Mobile** |  | Home  Work (please tick as appropriate) | | | |
|  |  | | | | |
| **Email** |  | | | | |
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**Your experience**

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| **Current occupation (paid or unpaid)** |  |

Please tell us about any work and/or voluntary skills and experience that you think would be relevant to the helpline, email and live chat support role with CRCC.

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| **Organisation** | **Position Description** | **Dates from-to (month/year)** |
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| **Have you had any training in counselling skills? If so, please give details:** |  | |
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| **Are you fluent in any languages other than English? If so, please tell us:** | Yes  No | |
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| **For how long do you intend to be in the Cambridge area?** |  | |
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| **We can often accommodate people’s changing schedules and you do not need to sign up to the same shift every week. To give us an idea of your availability, please indicate which shifts you are currently available for:** | Wednesday 7-9.30pm  Sunday 10am-12.30pm | |
| *Please note - volunteers need to arrive 15 minutes before their shift starts and be able to stay for at least 15 minutes after it finishes.*  *We are able to contribute to childcare and reasonable travel expenses to enable volunteers to attend helpline, email and live chat shifts and reflective practice.* |  | |
| **In the future we are hoping to open a 2.5 hour shift during the daytime Monday – Friday. If you have availability please give details:** |  | |
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| **How many helpline, email and live chat shifts would you be able to volunteer for a month (we are ideally looking for a minimum of three per month)** |  |  | |

**Your availability**

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| **Volunteers must attend reflective practice once a month (online or face to face).** *If you are not able to attend, you will not be able to volunteer on the helpline, email and live chat services****.***  **Please indicate which reflective practice group you would be able to attend:** | Monday 6-7.30pm  Tuesday 6-7.30pm |

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| **Please check the training schedule in the application pack. If there are any dates you will be unavailable, please give details:**  *Note that you are expected to attend all of the sessions.* |  |

Applicants may be invited to an informal online interview. Please indicate which times you are generally available:

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| --- | --- | --- |
|  | **Morning/afternoon (10-5)** | **Evening (5-8)** |
| **Monday** | From Choose a time to Choose a time | From Choose a time to Choose a time |
| **Tuesday** | From Choose a time to Choose a time | From Choose a time to Choose a time |
| **Wednesday** | From Choose a time to Choose a time | From Choose a time to Choose a time |
| **Thursday** | From Choose a time to Choose a time | From Choose a time to Choose a time |
| **Friday** | From Choose a time to Choose a time | From Choose a time to Choose a time |

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| **If you are away/unavailable at times during this period, please give details:** |  |

**More about you**

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| **Why do you want to volunteer with the helpline, email and live chat support services at**  **Cambridge Rape Crisis Centre?** |  |
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| **What do you think are some of the impacts that rape and childhood sexual abuse might have on a woman or girl?** |  |
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| **What do you think you would find most difficult about supporting women and girls who have experienced or are experiencing rape and/or childhood sexual abuse?** |  |

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| **We are currently volunteering remotely and from the CRCC office. How do you think this may differ from providing support from the CRCC office at all times, and what have you/will you put in place to look after yourself?**  *If you choose to volunteer remotely, you will need access to a private and confidential space that is not your bedroom.* |  |

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| **How do you feel about volunteering in an organisation where our volunteers, staff and the women and girls we support include women from the LGTBQIA+ community, women with disabilities, and a variety of ethnic groups, ages, religions and social classes?** |  |

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| **Do you know someone who works and/or volunteers with Cambridge Rape Crisis Centre? If yes, please give details.** |  |

**References**

Please provide us with a professional and personal reference, who can comment on your skills, experience and suitability to volunteer with CRCC. They need to be over 18 years of age. These will be followed up only if you are accepted onto the training programme. **Please make your referees aware that the helpline, email and live chat support volunteer role is anonymous**, so they can keep your application confidential.

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| **Professional Referee** | Name:  Email:  Telephone/Mobile:  Organisation and position:  How do you know this person? |  |
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| **Personal Referee (not a relative or partner)** | Name:  Email:  Telephone/Mobile:  How do you know this person? |  |

**Keeping in touch and your personal information**

Thank you so much for offering to support Cambridge Rape Crisis Centre. If you complete this form, we will keep your details to help us process your application. Your details will be stored securely and if your application is unsuccessful we will delete your information after 12 months.

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| **Have you have submitted an equal opportunities monitoring form (included in application pack)?** |  |

**If you are successful in your application to volunteer with CRCC, and with your permission, we will share your contact details with other volunteers and staff, to support your volunteering experience.**

**Please tick this box if you are happy for us to share your contact details with CRCC volunteers and staff.**

In order to carry out our activities as a charity we process and store personal data relating to our supporters when it is provided to us, for the purposes of communication, marketing, analysis and administration purposes. We take your privacy seriously and will never sell or swap your details with third parties. We store your personal data securely and only for as long as we are legally required.

Please tick this box if you are also happy for us to keep in touch with you by email

Your interest in volunteering with CRCC has shown us your support and interest in our work and so we will add you to our list of supporters and keep in touch with you by email about how you can help local women and girls affected by sexual violence. This includes sending you our newsletter and information about fundraising, events and volunteering. For more information about how we protect and use the data you give us please see our Privacy and Data Protection Policy.

You can change the way we communicate with you at any time by emailing [fundraising@cambridgerapecrisis.org.uk](mailto:fundraising@cambridgerapecrisis.org.uk).

If you’d like to find out more about some of the other ways you could get involved, please let us know by using the tick boxes below, and we will get back to you as soon as we can.

Please send me information about:  Fundraising  Becoming a fundraising volunteer

Making a donation or a regular gift  Leaving a gift in my will

**Disclosure**

**As this role will involve access to children and vulnerable adults it is exempted from the Rehabilitation of Offenders Act 1974. Those offered a volunteer position will be required to undertake an Enhanced Disclosure from the Criminal Records Bureau before the volunteer position is confirmed. The presence of a criminal record does not necessarily prevent volunteering at Cambridge Rape Crisis Centre.**

*(Please tick)*

I have nothing to declare

I have information to declare  (Details of any offences must be added on a separate sheet marked ‘Confidential’)

Please note when completing this form that you **must** include spent convictions and cautions under the Rehabilitation of Offenders Act 1974 (by virtue of the provisions of the Rehabilitation of Offenders Act 1974 (Exemptions) order 1975).

**Declaration**

**By signing below, I agree as a prospective helpline/email/live chat volunteer for Cambridge Rape Crisis Centre:**

* That all the information I have given on this form is, to the best of my knowledge, true and correct.
* **I give consent for Cambridge Rape Crisis Centre to process the information I have given them, as detailed above, in accordance with the Data Protection Act 2018 and the General Data Protection Regulations 2018.**

**Signed:**       **Date:**

To return your completed form to us, either email it to volunteering@cambridgerapecrisis.org.uk or post it to: Volunteer Manager, Cambridge Rape Crisis Centre, Box R, 12 Mill Road, Cambridge CB1 2AD.

**Thank you for completing this application and for your interest in offering your time and skills to support Cambridge Rape Crisis Centre through volunteering on the helpline, email and live chat support services.**