Thank you for applying to volunteer with FNF Both Parents Matter Cymru. We really value your time and commitment to help others faced with child contact difficulties. Your volunteering is crucial to the success of the charity in whichever area you decide to help us.

**What We Do / What You Can Do**

What the charity does is explained in our web site: <https://bpmuk.org>

What you can do as a volunteer to help us can also be found on the web site at the “volunteering” page: [Volunteering | BPM Cymru](https://bpmuk.org/volunteering-1). Please download the Volunteer Roles document for information about the volunteer roles available. You are most likely to be interested in the roles Case Advisor, Buddy (Emotional Support), Helpline Operative, Outbound Caller, Marketing & Fundraising, Research or assistance at our local meetings when these restart after Covid lockdowns.

**What We Need Most**

The Helpline, Outbound Calling and Buddy roles are where we need most people, possibly plus Case Advisors subject to experience. Our preference is that volunteers principally working as Outbound Callers or Buddies will also be trained on the helpline. The reason is that we need a large number of reserves for the helpline in case those who are scheduled on duty cannot make a slot on the rota and we have to find a stand-in at short notice. The helpline is not busy, so it is not an intensive role – it consists of being available when calls come in, not in answering calls back-to-back for hours.

**What Experience Do I Need?**

The experience required is specified in the detailed Role Specifications which are also available on our Volunteering page, [Volunteering | BPM Cymru](https://bpmuk.org/volunteering-1). For most roles no specialist experience is required: most people will be able to do most things. The key requirements are commitment and reliability. **However, the Case Advisor role is an exception as this does require greater experience and/or relevant background as it is the one volunteer role that involves giving advice to service users. No other roles are authorised to provide advice without permission from the Charity.**

Our policy is to start all new volunteers in a probationary capacity for 3 months before they are formally approved in a given role.

**How Much of My Time is Required?**

The time you are prepared to devote to our charity is up to you, but we expect that every volunteer will average at least **4** hours per week. You will be required to book the number of hours you have worked for the charity each month. We will send you an email/link for this purpose. This is very important as Foundations, etc., who grant us funds expect to see evidence of volunteer engagement.

**How Do I Apply to be a Volunteer?**

Complete the application form below and email it to our Volunteer Coordinator at [volunteering@fnf-bpm.org.uk](mailto:volunteering@fnf-bpm.org.uk). This includes indicating the role in which you are interested. If you are undecided then you may state two or three different roles which we will be happy to discuss with you.

**What Happens Next?**

The Volunteer Coordinator will send you the relevant Induction briefs. These are documents which give more detail about the charity and lay down the duties of specific roles in a detailed, step by step fashion. You will also be sent links to training videos on YouTube which explain the duties of the various roles.

**Induction**

After you have had time to absorb the contents of the documents/videos we will arrange an online chat with you to answer your questions about the role(s). This is the Induction process. Assuming you remain keen to become involved, the outcome will be a mutual agreement that you take up a specific volunteering role, subject to..

**DBS Check**

From January 2023 the charity requires volunteers to have a Basic DBS Check, which will report any unspent convictions or conditional cautions. We operate a fair policy in respect of employment of ex-offenders.

**Probationary Period & Feedback**

You will be approved to start in a probationary capacity in the agreed role. After 3 months you would be formally approved in the role (and asked to provide feedback on your experience with us to-date). Feedback is repeated annually or when you leave.

**Supervision**

All volunteers are assigned a supervisor, as defined in the Role Specification.

**Confidentiality**

By signing the Agreement, below, you agree to abide by our confidentiality policy. In the course of your volunteering with the charity you will come across confidential information about the organisation, its staff, trustees, volunteers and its service users, and possibly third parties. You must respect this confidentiality, noting that we assure others, especially our service users, that their confidential disclosures to us will be treated in the strictest confidence. You agree not to disclose any such information unless directed to do so by the charity’s management team (who will approve disclosure only when there is a child protection issue that legally requires such disclosure or to protect some other party).

**Policies**

By signing the Agreement, below, you agree to abide by the charity’s various policies and procedures, e.g., our data protection, equal opportunities and safeguarding policies and other policies available on our website, [Other Policies | BPM Cymru](https://bpmuk.org/other-policies).

**Termination**

Either you or the charity can terminate this agreement with or without notice at any time.

**Application Form** (email the completed form to [volunteering@fnf-bpm.org.uk](mailto:volunteering@fnf-bpm.org.uk))

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **First Name** | | | | **Telephone** | | |
| **Last name** | | | | **Email Address** | | |
| **Address** | | | | **POST CODE** | | |
| **Date of Birth** | | | |  | | |
| **The role(s) in which you wish to volunteer?** | | | | | | |
| **Hours available (Minimum 4)** | | | |  | | |
| **Computer literacy** | | | | High / Medium / Medium / Low | | |
| *We have to use computers a lot. Most of our work involves updating documents, supporting service users etc. For this you will need access to your own computer, and the internet. We often have to produce joint efforts. To do that we selected Microsoft word & excel.* | | | | | | |
| **Computer Access**  *Do you have a reasonably up to date computer and internet access?* | | | |  | | |
| **Previous occupations**  *This is to give us an idea of things you may have previously done which may be useful* | | | |  | | |
| **Training -** *please identify any training you have completed that might be useful to your volunteer role, e.g., Litigant In Person training / Counselling / Safeguarding / Social Work / Research methods etc* | | | | | | |
| **Skills**  …..*you think you can bring* | | | |  | | |
| **Areas of interest** | | | |  | | |
| **Health**  *Optional. You do not have to tell us, but if you choose to we can use the information to give you support if it is related to your own situation* | | | |  | | |
| **Employment**: *Are you employed?* | | | |  | | |
| **Personal Child Contact Issues**: *Do you have any issues about your own child contact arrangements?* | | | |  | | |
| **Criminal Record**: *Have you any unspent convictions or unspent conditional cautions?* | | | |  | | |
| **Do you hold a current DBS check? i.e. within the last 2 years** | | | |  | | |
| **If not, the Charity will need to obtain one prior to volunteering commencing.** | | | | **For office use.** | | |
| **Diversity Monitoring** *(please indicate if any of the following apply)* | | | |  | | |
| **BME** | **DISABLED** | **MIGRANT** | **ASYLUM** | | **UNEMPLOYED** | **WELSH SPEAKER** |
| Would you be prepared for us to share a brief profile about you on our secure internal webpages, so that other FNF-BPM Cymru staff and volunteers can get to know a little about you? | | | |  | | |
| What would you like it to say about yourself, e.g., Why I volunteered for FNF BPM Cymru? (Try to limit this to around 300 words) | | | |  | | |

**Agreement**

I agree to abide by the charity’s confidentiality policy and other policies as available [here](https://bpmuk.org/other-policies).

Signed in agreement,

**Signature.....................................................................................**

**Name...................................................................................... Date..............................**