



Please fill in the form below and either

- drop it in to us at Community House, 14-20 Centennial Avenue, Alexandra or
- post to Alexandra Community Advice Network, 14-20 Centennial Avenue, Alexandra 9320 or
- scan and email to alexcan@ach.org.nz

ALEXANDRA COMMUNITY ADVICE NETWORK

Application Form to be a volunteer ACAN worker

Your personal information

- The information collected on this form is for the purpose of assessing your suitability to be trained as a volunteer ACAN worker.
- If you complete training successfully this information will be kept on your personal file and only used for ACAN administration and management purposes with limited personnel access.
- Your information will be held securely at our premises.

Under the Privacy Act 1993 you have a right to ask for access to and correction of any personal information we hold about you.

My name is (Mr/Mrs/Miss/Ms) _____

I like to be called _____

My address is _____

Home phone no. _____ Bus Phone no. _____

e-mail address _____

The names, phone numbers and addresses of two people (not family members) who can give a character reference are:

1. _____

2. _____

I would like to do ACAN work because:

Experience :

Paid/unpaid work that I have done or am doing is:

I have taken the following courses or training that may be useful in community work:

I am, or I have been, an active member of the following organisations, groups or committees:

Some of the things I enjoy most are:

I am willing for the members of the selection panel to contact the two referees that I have named on this application form.

I am willing to sign a declaration of confidentiality regarding client's enquiries and to offer information that is impartial and independent.

I understand that if accepted for basic training I will undertake the training and the probationary period. However, membership of ACAN is dependent on the satisfactory completion of the basic training and the probation period.

I also agree that if I am approved to become an ACAN worker I will undertake regular duty and attend on-going training and specific tasks as required by the management.

I also understand that if I should be responsible for, or involved in, matters which bring ACAN into disrepute, then my membership will be terminated.

Signature _____ Date _____



VOLUNTEER JOB DESCRIPTION

JOB TITLE: Alexandra Community Advice Network Volunteer

RESPONSIBLE TO:

The Management Committee through the Coordinator of ACAN

PRIMARY OBJECTIVE:

The Community Advice Network provides a free, impartial and confidential service of information, advice, guidance and support to all individuals.

SKILLS REQUIRED:

Must understand and maintain strictest confidentiality at all times.
The ability to relate well with a diverse range of people.
Must be an effective listener.
Have good computer and internet skills.
Have good oral and written communication skills.
Be non-judgmental and impartial when working with clients.

KEY TASKS:

Ideally we would like people to do a weekly duty, but we understand that this is not always possible and we try to accommodate all contributions.
To be familiar with the Daily Routines file.
Work effectively with the client.

Be able to use all information resources and information systems to research and answer enquiries.

When requested by the client, assist with phone calls, form filling, letter writing and referral to advocacy.

Assist with tasks as delegated by Management Committee or Coordinator.

Attend a minimum of six training sessions each year. These may include local, area or regional seminars and workshops.

To be familiar with all new information including the message book, pamphlets, new information folders, notice boards and all other resources.

To record each enquiry accurately and fully in the ACAN computer programme.

To work co-operatively with fellow volunteers, Management Committee and Coordinator and other volunteer groups.

To acknowledge that there will sometimes be quiet sessions when on duty and to use this time to familiarize yourself with all resources available.

LIMITS OF AUTHORITY:

Requests from the media are to be referred to the Coordinator or Chairperson.

Community networking and/or accepting guest speaking engagements must be discussed and approved by the Management Committee.

RESOURCES FOR THE VOLUNTEER:

The Network commitment is that the volunteer has the right to;

- Receive sound guidance, direction and support from an experienced person
- Be recognised as a person who makes a valuable contribution to the community
- A congenial working environment
- Receive training to enable him/her to carry out their duties.
- Have any grievances heard and dealt with – discipline and grievance procedures may sound rather formal, but they are simply intended to promote fairness in the treatment of Volunteers.

Following an initial three month trial period, during which time the volunteer will complete regular weekly duties and attend training sessions, a review will be held. This will establish that both the volunteer and ACAN Management expectations comply with the contract.