



## **Guidance Notes for completing the Application Form**

### **Please take time to read these notes**

It is our intention to appoint the most suitable person for every volunteer opportunity in accordance with our Equal Opportunities Policy (EOP). To do this fairly, we need applicants to provide relevant information about themselves. This information should be based on the criteria listed in the enclosed person specification and related to the role description.

Please remember that we are not able to consider previous applications or personal knowledge of you. This means that if you already work for Wellingborough Mind either on a paid or voluntary basis, we will not take account of your personal file or refer to your manager unless you have asked them to provide a reference for you (see Section B).

The information you provide in your application form will be used as a basis for the interview itself.

Your application form is therefore very important and the following advice is designed to help you complete it as effectively as possible, particularly if you do not have previous experience of completing a form for an organisation using a selection procedure based on an Equal Opportunities Policy.

### **Role Description**

A role description for the post is enclosed. As well as setting out the role tasks, this provides information on general conditions of service, and closing date for receipt of applications etc. Additional information about Wellingborough Mind and the vacancy may also be enclosed in respect of the particular department or work area. Please read this information carefully.

### **The Person Specification**

As part of our Equal Opportunities Policy our management team agree what skills, experience and abilities are necessary for the postholder to undertake the tasks outlined in the role description. These selection criteria are based on the role description and are monitored to ensure that only required skills, abilities or experience which are absolutely necessary to enable the postholder to undertake all the role tasks. Please read at this carefully so that you know what the role involves and the range of expertise required. Think about why you are interested in the role.

### **Completing the Form**

1. Please complete all sections of the form
2. You may find it helpful to do a rough draft first to avoid mistakes, repetitions etc.
3. Ensure the information you give is well organised and relevant.
4. The most useful section of the form is that headed 'Post for which Application is made'. This should be used to tell us how you think you meet each of the selection criteria listed on the Person Specification. Draw particular attention to experience, skills, achievements and knowledge gained in past employment (including

PLEASE READ THE GUIDANCE NOTES BEFORE COMPLETING YOUR APPLICATION

community/voluntary work, work in the home or leisure interests) or other activities relevant to the role.

5. Give examples of the work you have been involved in and write in a positive way (e.g. I was responsible for ... I organised...). Always remember to specify your own responsibilities rather than those of your section or department.
6. It would be useful for you to use headings for each criterion listed and demonstrate how you feel you meet each requirement. If it is not apparent from your application that you meet the requirements, you are unlikely to be successful.

The most important thing is to tell us - panels will not guess or make assumptions.

### **Curricula Vitae (i.e. narrative account of working life to date)**

CVs will NOT be accepted. You must complete the application form in full so that we receive the same type of information from all applicants and so that you directly address the person specification.

### **Application form Section B: References**

1. On the application form you are asked to provide names and addresses of two referees. One of these should preferably be someone who knows you in a work capacity, whether that work is paid/voluntary/education.
2. References will not be taken up until a volunteer contract has been agreed.

### **Application form Section C: Equal Opportunities monitoring**

Wellingborough Mind is committed to equal opportunities in our recruitment process. In order to find out how well we are doing we need to collect monitoring data as explained below.

1. **Race:** we are using the 16 categories recommended by the Equality and Human Rights Commission. This means we can compare our workforce profile to other organisations and the national and local population more meaningfully. If particular groups are under represented we can take steps to address this.
2. **Age:** This information will help us find out if our workforce includes people across the age range.
3. **Sexuality and Religion:** The aim is to check that we are an inclusive organisation.
4. **Disability:** A key aim of the Equalities Act 2010 was to make sure disabled people have an equal chance of getting into and staying in employment. As an organisation Wellingborough Mind has adopted the social model of disability and defines a disabled person as anyone who considers themselves disabled and experiences social barriers to entering or participating in employment.

It is important for you to let us know if you have any individualised needs if you are disabled for the purposes of this recruitment process, for example, in relation to the completion of the application form; for the interview where assessment exercises are included; or in general, for the purposes of attending the interview (e.g. physical access, communication support, personal support). A member of the HR team will contact you if you have identified any reasonable adjustments.

If you tell us you are disabled we will make reasonable adjustments to your working arrangements wherever possible. Examples of reasonable adjustments may include; provision of equipment or support; changes to working arrangements, duties or hours. If you are successful in your application, a member of the HR team will contact you to discuss any reasonable adjustments you identify.

5. **Service Users/experience of mental health problems:** Wellingborough Mind aims to reflect the views of mental health service users and those who experience mental problems in all that it does. We need to know that our workforce includes service users and people with direct experience of mental health problems. If you require any adjustments to your working arrangements or require support this can be recorded on the form and a member of the HR team can contact you to discuss this further should you be successful in your application.

**Confidentiality:**

The information that you give us will be regarded as confidential. It will be held securely in the Human Resources Department for monitoring and reporting purposes. Composite, anonymous data will be reported to external benchmarking surveys, Wellingborough Minds Management Team and Trustees for equality monitoring purposes only. All information will be retained in accordance with the Data Protection Act 1998.

## **Mind Equalities Statement**

### **Equalities Statement**

Equality and diversity are essential to Wellingborough Mind's mission. As a whole organisation, we will seek to implement this priority in all our work. We are committed to promoting equal access to our services and consulting with others – staff, volunteers, people with experience of mental health problems and knowledge of mental health services, all our partners and local communities – in our working methods.

As an equal opportunities and equal access organisation we will provide and promote equality of opportunity in service delivery and employment regardless of Individual differences between people. We aspire to greater diversity in order to reflect the community we serve, and to ensure that our policies, services and products truly reflect their needs, and we have established diversity as a key value. We know that significant business advantages flow from being in tune with the diverse needs of our service users, employees, suppliers and partners, and their communities.

When we experience mental health problems, we may all potentially experience discrimination. Wellingborough Mind recognises that people cannot be put into single categories, and that we may all identify and define ourselves in many different ways. Wellingborough Mind will ensure that we always recognise the complexity of people's identity, and will work to ensure that no aspects of a person's life are ignored. We acknowledge that some of us can experience discrimination on more than one count. This experience, often extreme and always unacceptable, needs to be understood and brought into Wellingborough Mind to strengthen our campaigning and policy work and to inform the services we offer. We will never give up learning from these experiences, challenging discrimination, and campaigning for better mental health.

We respect everyone's experience and seek to ensure that inclusion is at the heart of all our work. We are committed to working with all who can help us achieve our mission – as staff, trustees, volunteers, members of other organisations and of the general public - regardless of age, disability, gender, relationship status, maternity status, race, religion or beliefs, or sexual orientation.

In order to monitor how well we do, we will review our organisational performance annually, including how successful we have been in implementing our equality and diversity standards and work, particularly in relation to people with experience of mental health problems.

We also recognise that whilst there are many examples of good practice throughout the whole organisation, we need to do more to identify and share this within and across our departments and with our partners. In this way we will become more confident about what we do, and develop even better approaches than those we have at present.

This statement is supported by a number of appendices relating to implementation.

## **Wellingborough Mind Equalities Statement Appendices**

- Appendix 1 **Wellingborough Mind services, functions and policies**
  - Appendix 2 **Mental health policy and campaigning**
  - Appendix 3 **Fund-raising, Marketing and Sales, and Communications**
  - Appendix 4 **Volunteers**
  - Appendix 5 **Business support systems**
  - Appendix 6 **Employment**
  - Appendix 7 **Monitoring**
  - Appendix 8 **Status of this Policy Statement**
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### Appendix 1 **Wellingborough Mind services, functions and policies**

Wellingborough Mind provides a wide range of services, products and benefits of which we are proud. These include all the information and advice services, printed or website publications, fund-raising, and campaigning events.

We will take practical steps to ensure that: the services we directly offer are fully accessible to, and recognise the specific needs and preferences of, those who often experience discrimination.

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### Wellingborough Mind Equalities Statement. Appendix 2

#### **Mental health policy and campaigning**

We campaign on a wide range of issues, reflecting the breadth of mental health provision, and try to use our influence to ensure that issues relating to mental health needs are addressed as effectively as possible. We aim to provide our service users with platforms for speaking out for themselves as well as lobbying with them and on their behalf. We are aware that we need to build more contacts with users from minority ethnic communities in order to ensure that serious account is taken by decision-makers on the issues they may present.

We do this knowing that there are many differences which can affect people's rights and needs, including age, race, gender, status, disability, sexual orientation, culture, family income or circumstances, language, religion, location, or any other difference, and in any combination. In all our lobbying and campaigning we aim to model and advance the principle of equal rights for all. We will continue to work with our partners in developing better links with all minority communities. Positive action will be taken (e.g. outreach, collaborative working) to develop Wellingborough Mind's role in changing attitudes and practices which result from stereotyping and prejudice

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Wellingborough Mind Equalities Statement.  
Appendix 3

### **Fundraising, Marketing and Sales, and Communications**

Wellingborough Mind greatly values its donors and supporters and those who give us public support. We want others to know about our work and to be informed of issues and services relevant to our mission, and the priorities we have in carrying it out.

Our fundraising, marketing and communications work involves a range of partners and activities that will support and promote the diversity of the people with whom we work. It will be an ongoing priority to ensure that all communications reflect these equalities and diversity objectives.

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Wellingborough Mind Equalities Statement.  
Appendix 4

### **Volunteers and service user participation**

We value the contribution to the work of Wellingborough Mind of volunteers, trustees, members of advisory panels and those who help our partner organisations. We want mental health service users and survivors in the community to be able to relate to those who bring their diverse life experience, skills and knowledge to Wellingborough Mind's work.

We want everyone who helps us to value this diversity as much as we do. In our support of participants and contributors we will endeavour to communicate our values and the standards we expect in relation to our equality and diversity work, as well as providing the support needed to utilise this diverse resource. We will continue to work on enhancing service user participation, from all sections of the community, in the work of Wellingborough Mind

The role of trustees is to establish a vision and strategic direction for Wellingborough Mind, including developing guiding principles for all that we do. The commitment of trustees to equality and diversity is therefore key, and is incorporated into the framework of priorities within which their work is undertaken.

Our recruitment of trustees is open and robust, to ensure that we are able to attract individuals from varying professions and backgrounds. We aim to ensure that trustees and all stakeholders both reflect and complement a diverse workforce and service user base.

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### **Business support systems**

We recognise that our staff and internal departments have varied communication and support needs/requirements in order to work effectively. Our aim is to enable all those who work for us to have access to systems which help them to be well informed, equipped and supported to contribute to sustaining an effective and efficient organisation.

We will aim to ensure, where possible, that investments, resources and the goods and services of suppliers chosen, which can all contribute to our positive work with service users, are also managed in line with this equalities priority and Wellingborough Mind's values and ethics.

We will take into account access needs when setting up meeting venues or office bases and ensure that new and existing projects not only promote the brand in terms of signage, but promote equal access. We also ensure our Information Technology provision (including our web-site and intranet) is accessible, promotes safe standards and complies with equality legislation and best practice for all.

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### **Employment**

As an important charitable employer of staff in the field of mental health, we are committed to developing a diverse workforce because we believe this best meets the needs of the people we aim to support and serve. We recognise that people work in different ways and bring different strengths to our work. Our workforce will always include a valued group of staff who themselves have experience of mental health problems.

Our work and organisation benefits from a workforce which brings a range of life experiences, cultural and community backgrounds and past professional lives. We affirm these differences, and are committed to developing workplaces which respect individuals and value this diversity, including recognition that a minority of Wellingborough Mind staff work from home and need to be integrated into all work processes. Wellingborough Mind will seek to provide supportive mechanisms, in terms of induction, training and personal support, to enable this group of staff to work on an equal level with staff who do not have this personal experience.

We will enable employees to develop skills and knowledge to reach their own potential and to be effective within the roles they perform. We are committed to a fair employment and equal pay policy, and to supporting managers in managing employee performance in relation to equality and diversity issues. Our management development programme will take this into account and encourage learning and personal development in these areas. We will support managers in dealing swiftly and appropriately with discrimination, harassment and bullying in the workplace or any other act motivated by prejudice.

We aim to develop over time a diversity champions approach so that equality and diversity issues can be highlighted by individuals located in all departments, and best practice can be developed and shared across them.

In employment and management practices, Wellingborough Mind intends that a positive environment should exist for all employees, with practical conditions and terms which promote the intentions of this equalities statement. There is a separate detailed policy on equality in employment which covers in detail:

- equal opportunities in application, selection and recruitment procedures
- staff audit
- ongoing monitoring and targets,
- pay and terms and conditions;
- promotion; development and access to training, management training and development,
- appraisals and objectives for staff,
- the role of the trade union in promoting equality,
- disability – Wellingborough Mind’s values and promoting the social model of disability, reasonable adjustments and the requirements of Equalities Act.

Please note that Wellingborough Mind also has policies which recognise the need for employees to balance their work and domestic commitments and has the following policies and procedures to assist employees: Adoption Leave, Compassionate Leave, Dependents Leave, Flexible Working, Maternity Leave, Paternity Leave, Parental Leave, and Religious observance leave.

Positive action will be taken to ensure that the intentions of the equal opportunities policy are realised through all procedures and practices of recruitment and staff development.

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Wellingborough Mind Equalities Statement.  
Appendix 7

## **Monitoring**

We will continuously assess our progress in relation to equalities and diversity objectives, by monitoring numerically and qualitatively the extent of this. We will develop ongoing measures for the extent of services, reach all sections of the community, and levels of satisfaction with the service offered amongst different groups. We will monitor improvements in diversity in the workforce at all stages in the recruitment and career development process; and we will seek to assess the extent that Wellingborough Mind personnel, whether as trustees, volunteers or staff, are able to contribute to the advancement of diversity through all projects and performance.

We expect all managers to take a full role in the advancement of equalities and diversity in employment, the provision of services and the advancement of better mental health. This work will be supported by the development of means of ensuring that diversity and equality is an integral element of Wellingborough Mind’s priorities. Training, management procedures, the development of an internal network of champions, and new performance indicators will be essential in bringing this policy to full effect.

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## Wellingborough Mind Equalities Statement

### Appendix 8

#### **Status of this Policy Statement**

This policy should be read in conjunction with other papers that relate to diversity and equalities objectives in the work of Wellingborough Mind, and current action plans that outline ongoing work in this area. The statement is a basis for action and should be revised and improved in the light of changes and new developments. Mechanisms for monitoring its effectiveness will be devised.

This policy takes full account of all the UK legal requirements relating to employment, goods and services which outlaw direct or indirect discrimination and harassment on the grounds of regardless of age, disability, gender, relationship status, maternity status, race, religion or beliefs, or sexual orientation, and victimisation of any person who has asserted their rights under the relevant legislation. Wellingborough Mind recognises that not all areas of unacceptable discrimination are covered by legislation and will always seek to be in the vanguard of organisations seeking to end unfair discrimination wherever it occurs and this statement is intended to reflect that aim.

This statement replaces all previous statements, and should only be amended with the approval of the Chief Executive Officer.

## Role Description

|                       |                     |
|-----------------------|---------------------|
| <b>Role</b>           | Shop Assistant      |
| <b>Employer</b>       | Wellingborough Mind |
| <b>Responsible to</b> | Retail Manager      |
| <b>Hours</b>          | to be negotiated    |
| <b>Salary</b>         | Voluntary / Unpaid  |

### Purpose of the post

To work as part of our shop team, working in areas that can include; meeting and greeting customers, sorting donations, stocking the shop floor, till work and cash handling within our charity shop. All of the profit from our shop enables Wellingborough Mind to design and develop services that promote the progression, recovery and development of people experiencing mental health problems.

### Responsibilities

- Handling donations
- Customer engagement
- Pricing and merchandising stock
- Working on the till
- Stocking the shop floor
- Keeping the shop floor clean and tidy
- Provide an enjoyable shopping experience for customers

### Team Work

- To work within a small team of up to four people
- Work towards a tidy and presentable shop

### Support, Supervision and Training

- To undertake a structured induction
- To participate in regular supervision with your manager
- In agreement with training and development needs, to participate in training
- To participate in Mind policy, planning and development as appropriate

### Other Duties

- To ensure the maintenance, comfort and security of the premises in use, and ensure Health & Safety requirements are met
- To gain a working knowledge of the aims, objectives and operations of Mind and to adhere to all agreed policies and procedures
- To participate in fundraising and publicity events as appropriate
- To gain a basic understanding of current mental health issues

This role description is not exhaustive and the post holder will be required to carry out other duties necessary for the operations of Wellingborough Mind and will be reviewed when appropriate in line with the development of the organisation.

## **Person specification: Shop Assistant (Building Based)**

### **Essential criteria**

1. Excellent verbal communication skills
2. Good time keeping skills
3. Willingness to learn and engage in training
4. Ability to be self motivated
5. To have an approachable manner on the shop floor
6. To empathise with Wellingborough Mind's aims and values, including an understanding of, and a commitment to Wellingborough Mind's Equality Statement.

### **Desirable criteria**

1. Experience of retail work
2. Experience of customer services
3. Experience using a till system
4. Experience serving customers
5. Direct or indirect experience or understanding of mental health problems.



## Volunteer Application

Please type or write in black ink

### Section A:

Application for (please state role title):

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### Personal details (in block letters)

Title: –      First name: –      Surname: –

Address: –

Telephone no:  
Home: –      Mobile: –      Work (inc ext): –

Email address: –

### Education and training

Please give details of your educational qualifications and training, including subjects taken and short courses where appropriate. You may be required to provide proof of qualifications and training courses.

–

Please continue on separate sheet(s) if necessary

**Current and previous employment**

(Please include paid, unpaid work and please also explain any gaps in employment)

Present or most recent employer/organisation

| Name and address | Job title and brief details of responsibilities | From | To |
|------------------|---|------|----|
| -                | -   | -    | -  |

Previous employers/organisations

|   |   |   |   |
|---|---|---|---|
| - | - | - | - |
|---|---|---|---|

Please tell us how you meet each of the criteria listed on the person specification for this post. You can include information from both inside and outside paid work as transferable skills are taken into consideration. **Please read the guidance notes for completing the application form** enclosed with your application pack.

Please continue on the back of this page if necessary.

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Please continue on the back of this page if necessary.

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Please continue on separate sheet(s) if necessary.

**Please remember to sign your form as indicated.**

I confirm that to the best of my knowledge all information I have given in my application is correct and can be treated as part of any subsequent volunteer contract. Any false, deliberate omission or misleading information may be sufficient cause for rejection or, if taken on by Wellingborough Mind, to be dismissed.

I agree Wellingborough Mind can approach any of my previous employers for a reference to confirm that any information given in relation to my application is correct. I give Wellingborough Mind my consent to using my personal data for personnel, management and monitoring purposes.

I give my consent for Wellingborough Mind to apply for a Disclosure and Barring Service check (formally CRB check) and understand that this will be used in the recruitment process.

Please tick the box to agree with the above statement:

|         |         |
|---------|---------|
| Date: - | Signed: |
|---------|---------|

**Please ensure this section is returned with your monitoring form. Thank you.**

**Section B:**

This section will be detached and will not be used as part of your application.

**Referees**

Please give the names, **emails** and postal addresses of two referees, who should not be related to you. **Referees will not be taken up until a volunteer contract has been agreed.** If you are unable to provide an employment reference please give two character references.

|  |  |
|--|--|
| <p>(a) Employer/supervisor<br/>.</p><br><br><br><br><br><br><br><br><br><br><p>Contact tel no. .<br/><b>Email address</b> .<br/>Occupation .</p> | <p>(b)<br/>.</p><br><br><br><br><br><br><br><br><br><br><p>Contact tel no. .<br/><b>Email address</b> .<br/>Occupation .</p> |
|--|--|

**Criminal convictions**

As part of its equal opportunities policy, Wellingborough Mind wishes to ensure that it does not discriminate against ex-offenders. However, we recognise that some of our posts, for example those concerned with handling sums of money, involve matters where an ex-offender might be in a potentially vulnerable position unless consideration of the person's background has been made. For this reason we ask you to complete the following section:

Have you ever been convicted of a criminal offence?  Yes  No

If your answer was yes, please give details of date(s) of offences(s), nature of offence(s) and sentence(s) passed:

|          |
|----------|
| <p>.</p> |
|----------|

NB: Offences that would be deemed as spent under the Rehabilitation of Offenders Act 1974 need not be declared.



**Section C:**

**Equal opportunities monitoring – this section will be detached and will not be used as part of the application process.**

The following information will be treated confidentially and will assist in monitoring Wellingborough Mind’s Equal Opportunities policy. Your application will not be affected by the information provided in this section.

For more information please refer to the guidance notes and Wellingborough Mind’s Equal Opportunities in Employment statement enclosed in your application pack.

**To be completed by the applicant:**

1. Application for the post of (insert Role) . \_\_\_\_\_
2. Please state where you saw the post advertised/ or how you found out about the vacancy . \_\_\_\_\_
3. Ethnic origin (please tick/specify): These categories reflect the guidelines provided by the Human Rights Commission.

|                          |                              |                          |                            |
|--------------------------|------------------------------|--------------------------|----------------------------|
| White                    |                              | Black                    |                            |
| <input type="checkbox"/> | British                      | <input type="checkbox"/> | Caribbean                  |
| <input type="checkbox"/> | Irish                        | <input type="checkbox"/> | African                    |
| <input type="checkbox"/> | Any other White background   | <input type="checkbox"/> | Any other Black background |
| Asian or British Asian   |                              | Mixed                    |                            |
| <input type="checkbox"/> | Indian                       | <input type="checkbox"/> | White & Black Caribbean    |
| <input type="checkbox"/> | Pakistani                    | <input type="checkbox"/> | White & Black African      |
| <input type="checkbox"/> | Bangladeshi                  | <input type="checkbox"/> | White & Asian              |
| <input type="checkbox"/> | Any other Asian background   | <input type="checkbox"/> | Any other mixed background |
| Chinese or other Chinese |                              | Other ethnic origin      |                            |
| <input type="checkbox"/> | Chinese                      | Please specify           |                            |
| <input type="checkbox"/> | Any other Chinese background | .                        |                            |

If you selected any of the “other” categories, please specify how you would further describe your ethnic origin . \_\_\_\_\_

5. Gender: \_\_\_\_\_

|                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Male  |
| <input type="checkbox"/> | Female  |
| <input type="checkbox"/> | Transgender   |
| <input type="checkbox"/> | Other. Please Specify to help us develop out monitoring process |

6. Please state your: Date of Birth: . Age: .

7. How would you describe your sexuality?

|                          |              |
|--------------------------|--------------|
| <input type="checkbox"/> | Bisexual     |
| <input type="checkbox"/> | Heterosexual |

|                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Homosexual  |
| <input type="checkbox"/> | Other. Please Specify to help us develop out monitoring process |

8. How would you describe your religion or belief? (e.g. Buddhist, Christian, Hindu, Jewish, Muslim, Sikh, agnostic, none, other, prefer not to say)

\_\_\_\_\_

**Experience of mental distress:**

9. Would you describe yourself as someone who is experiencing or has experienced mental health problems?

|                          |     |
|--------------------------|-----|
| <input type="checkbox"/> | Yes |
| <input type="checkbox"/> | No  |

10. Would you describe yourself as someone who is using or has used mental health services?

|                          |     |
|--------------------------|-----|
| <input type="checkbox"/> | Yes |
| <input type="checkbox"/> | No  |

11. If you have answered yes to questions 9 or 10, and feel you would need support in your role please could you let us know how we can provide this.

\_\_\_\_\_

A member of the HR team will contact you in confidence to discuss any comments you make here.

**Disability:**

12. Do you consider yourself to be disabled?

|                          |     |
|--------------------------|-----|
| <input type="checkbox"/> | Yes |
| <input type="checkbox"/> | No  |

If yes please specify \_\_\_\_\_

13. Do you require any reasonable adjustments to the selection process, including the interview? (For example physical access, communication support, personal support)

\_\_\_\_\_

14. If you were appointed to this post, would you require any reasonable adjustments to your role or working arrangements?

\_\_\_\_\_

A member of the HR team will contact you in confidence to discuss any adjustments you identify.

15. Please state whether you require a work permit to gain employment in the UK (Work permits are also required to volunteer in the UK):

|                          |     |
|--------------------------|-----|
| <input type="checkbox"/> | Yes |
| <input type="checkbox"/> | No  |

If applicable, please state what date your current work permit expires .  
**Please ensure this section is returned with your application form. Thank you.**