

# **WEST LOTHIAN CREDIT UNION FORUM**

## **Volunteering with a Credit Union (Questions and Answers)**

### **What is a credit union?**

A Credit Union is a financial co-operative, owned by members and run by volunteers, to provide savings accounts and affordable loans to members. All credit unions are non-profit organisations. There are three credit unions operating in West Lothian: Livingston; Blackburn, Seafield and District (also covering Bathgate and surrounding areas) and Capital (covers the whole of West Lothian).

### **What tasks are volunteers expected to carry out?**

We are currently looking for volunteers to help at our collection points (where members save and withdraw money) throughout West Lothian, including 13 primary schools and 1 secondary school. Duties include:

- Handling cash
- Entering cash deposits onto computerised cash till system
- Processing loan applications
- Providing information
- Balancing cash with computer entries
- Banking cash

### **How many hours are volunteers expected to work?**

Each collection point is for one or two hours a week (including morning, afternoon, evening and Saturday sessions), and requires at least two volunteers to be present on a rota basis. The more volunteers we have, the less often each volunteer need be asked to help out. We do everything we can to arrange our rotas to fit in with volunteers' other commitments.

Volunteers are also invited to attend volunteer meetings several times a year to discuss issues relevant to their duties.

### **What training is provided?**

Credit unions provide a structured training programme. New volunteers will also be "buddied" with an experienced volunteer who will be able to answer questions and provide support.

### **What are the benefits of volunteering with a credit union?**

- Learning new skills – a detailed induction programme is followed by ongoing training and the opportunity to learn more about computers, customer care, accounting, etc as requested
- Social interaction with members, staff and other volunteers
- Confidence building

### **Will I be paid expenses?**

You can claim expenses that you incur while volunteering for any of the credit unions, including public transport and mileage.

### **What about health and safety?**

Each credit union has a health and safety policy. All volunteers and staff are covered by insurance while carrying out their duties for the credit unions, including the handling of money.

### **Is there any restriction as to who can volunteer for a credit union?**

Credit Unions in West Lothian welcome applications from anyone regardless of age, race, ethnic origin, disability, religion or belief. Some of our collection points have disabled facilities. You must be over 18.

**WEST LoTHIAN CREDIT UNION FORUM  
VOLUNTEER REGISTRATION FORM**



**Personal Details**

First Name .....  
 Surname .....  
 Home Address .....  
 ..... Postcode .....  
 Phone (Day)..... (Evening) .....  
 E-mail.....  
 Date of Birth.....  
 Are you a member of a credit union? Yes  No  If so, which? .....

**Work Related Information**

Previous Volunteering Experience .....  
 .....  
 Other Relevant Experience .....  
 .....  
 Preferred area to work in: .....

Available times for volunteering:

	Mon	Tue	Wed	Thu	Fri	Sat
Am						
Pm						
Evening						

What I am looking for from volunteering:

Access to training	<input type="checkbox"/>
Committee work	<input type="checkbox"/>
Develop skills	<input type="checkbox"/>
Help the community	<input type="checkbox"/>

**Training**

I would be interested in receiving training in:

Accounts	<input type="checkbox"/>
Admin	<input type="checkbox"/>
Benefits	<input type="checkbox"/>
Customer care	<input type="checkbox"/>

Management skills	<input type="checkbox"/>
Marketing	<input type="checkbox"/>
PC skills (ECDL)	<input type="checkbox"/>
Welfare rights	<input type="checkbox"/>

**General**

How did you hear about volunteering for credit unions in West Lothian?  
 .....

Do you know of anyone who may be interested in volunteering? If so, please provide their details here .....  
 .....

**Referees**

Please write below the names of two people who could provide us with references. One of your referees should, if possible, be someone you have worked for or volunteered for.

First Referee: Name .....	Second Referee: Name .....
Address.....	Address .....
Phone.....	Phone .....