



## **VOLUNTEER RECRUITMENT POLICY AND PROCESS**

<b>Policy</b>	<b>Volunteer Recruitment Policy and Process</b>
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# Volunteer Recruitment Policy and Process

## 1. INTRODUCTION

- 1.1 Holt & District Dementia Support recognises that effective and fair recruitment of volunteers is fundamental to the organisation achieving its aims and objectives and to meeting the needs of those living with dementia and their carers.
- 1.2 Holt & District Dementia Support intends to recruit volunteers based on a commitment to equal opportunities and an understanding that a diverse volunteer base will best support the organisation to provide a service that meets the varied needs of its clients.

## 2. PURPOSE

- 2.1 This document sets out the principles which will underpin the organisation's recruitment strategy and the processes that will be employed to ensure that recruitment is undertaken in accordance with recognised good recruitment practices and at all times focused on the safety of the clients accessing its services.

## 3 DEFINITIONS

### 3.1 DBS

- 3.1.1 The Disclosure and Barring Service is a non-governmental public body of the Home Office that enables organisations to make safe recruitment decisions by identifying candidates who may be unsuitable for certain work, especially that involving children or at risk adults and provides wider access to criminal record information through its disclosure service for England and Wales.
- 3.1.2 Enhanced DBS applications are checks to determine whether an individual has any past record (including spent criminal convictions) that might make the person unsuitable to work with at risk adults.

### 3.2 Volunteer

- 3.2.1 A volunteer is an individual who is willing to provide a service to the organisation free of charge and in their own time and is committed to furthering the aims and objectives of the organisation and to adhering to its principles, policies and processes.

## 4 PRINCIPLES

- 4.1 The principles which Holt & District Dementia Support adhere to in terms of recruitment of volunteers include the commitment to:
  - Recruit and retain volunteers that will enable the organisation to achieve its aims and values;
  - Ensure that the organisation's recruitment practices are effective, consistent and fair;
  - Ensure that the organisation adheres to the principles of equal opportunity and valuing diversity;
  - Ensure that applicants are able to meet the criteria required to meet the needs of the client group and the services to be provided;

- Ensure that volunteers understand the commitment required as a volunteer and the requirement to attend training and adhere to recognised good practice in dementia support;
- Ensure that applicants wishing to volunteer are subject to a formal application process that checks the applicant's identity, past experience, honesty and integrity and for those in positions of trust, a formal disclosure and debarring check;
- Inform all applicants in writing whether their application has been successful and where this is not the case, to provide personal feedback informing the applicant why their application cannot be supported.

## **5 CRITERIA TO ACT AS A VOLUNTEER**

5.1 Holt and District Dementia Support recognises that those living with dementia are a particularly at-risk group of adults and that their dementia may also be associated with other infirmities. Therefore applicants wishing to volunteer must be able to meet certain criteria to ensure the safety of the clients:

- Evidence of an interest and commitment to those living with dementia;
- References that confirm the person acts with honesty and integrity at all times;
- Evidence of sensitivity and good communication skills;
- An ability to actively support in the provision of services including duties such as setting up and clearing away after the Poppy café, supporting the provision of activities, dealing with incidents either at the café or within a home setting and supporting other volunteers in delivering services to those living with dementia and their carers.
- Evidence of reliability and an ability to commit to regular duties.

5.2 For those applying for positions of responsibility as coordinators or as home visitors, the volunteers must have an enhanced DBS check and clearance.

## **6 RESPONSIBILITIES**

### **6.1 Trustees**

6.1.1 The Trustees are responsible for ensuring that Holt and District Dementia Support has in place the policies and processes to ensure that the recruitment of volunteers to the organisation is effective, safe, fair and transparent.

6.1.2 The Trustees are required to review all policies and processes on an annual basis and confirm that they are fit for purpose and provide sufficient safeguards for those individuals living with dementia that utilise the organisation's services.

6.1.3 The Trustees are required to discuss any instances of concern in relation to recruitment of volunteers and to determine whether there are any issues which might require a change in policy or practice.

### **6.2 Working Committee**

6.2.1 Committee members are responsible for supporting the Trustees to exercise their responsibilities in relation to recruitment and to ensure that in their actions and practice they adhere to the requirements of this policy.

6.2.2 Committee members are encouraged to both challenge the Trustees and bring new ideas on recruitment for discussion and decision by the Trustees.

### **6.3 The Chair (or Vice Chair in case of absence)**

6.3.1 The Chair is responsible for ensuring that all applicants to be volunteers undergo a formal application process which includes the submission of a formal application form, provision of two references and for those seeking to act as a volunteer in a position of trust, the submission of a request for DBS clearance.

6.3.2 The Chair is responsible for checking that an applicant meets the required criteria for acceptance and that all checks are completed.

6.3.3 The Chair is responsible for issuing a letter or email of welcome within two weeks once an application is complete and for ensuring that a suitable induction is arranged.

6.3.4 The Chair is responsible for ensuring that any refusal of an application is managed in accordance with this policy and procedure and that the individual has a right of appeal which must be exercised within one month of refusal.

### **6.4 Coordinators**

6.4.1 The Poppy café coordinators are responsible for overseeing the volunteers that are on duty with them in the café and the Home visiting coordinator is responsible for monitoring those undertaking home visiting duties to ensure that all volunteers continue to meet the criteria and standards of behaviour required by the organisation.

6.4.2 The coordinators have a duty to raise any issues of concern to one of the Trustees should the behaviour or actions of a volunteer suggest that the volunteer is no longer suitable to act as a volunteer within the organisation.

### **6.5 Volunteers**

6.5.1 All volunteers have a duty to act to further the aims and objectives of the organisation and to raise issues of concern about a fellow volunteer should they witness actions that fail to meet the criteria and standards of behaviour required by the organisation.

## **7 RECRUITMENT PROCESS**

### **7.1 Application**

7.1.1 Members of the public will be encouraged to learn about the organisation and to consider applying to be volunteers through the promotion of the work of the organisation, fund raising events, through personal recommendation and by ensuring that general enquiries about the organisation are responded to promptly.

7.1.2 All volunteers are encouraged to respond to any interest shown by members of the public in becoming a volunteer and referring the person to a coordinator or member of the committee to follow up the interest shown.

- 7.1.3 Application forms are stored at the Poppy café and potential applicants should be provided with an application form and a leaflet about the work of the organisation and encouraged to submit an application to the Chair.
- 7.1.4 Any applications handed in to the Poppy café or to a coordinator should be forwarded to the Chair at the earliest opportunity.
- 7.1.5 Some potential volunteers may wish to have taster sessions before formally applying to volunteer and this should be actively encouraged but the applicant should be supervised at all times.

## **7.2 Approval procedure**

- 7.2.1 Once an application form is submitted to the Chair, the form will be checked to see that it contains the required personal identification information and details as to why the applicant wishes to volunteer and any relevant past experience or evidence of particular knowledge or skills.
- 7.2.2 Formal requests for references will be sent to two independent referees.
- 7.2.3 On receipt of the completed references the Chair will check the details and ensure that they satisfy the organisational criteria for acceptance as a volunteer.
- 7.2.4 If both references are satisfactory a formal letter or email of welcome will be sent to the applicant welcoming them as a volunteer to the organisation and informing them of the required induction and training opportunities.

## **7.3 Induction**

- 7.3.1 The Chair will inform the relevant coordinator to welcome the new volunteer and to provide an induction to the organisation.
- 7.3.2 The Chair will provide details of the new volunteer to the Administrator.
- 7.3.3 Two trustees will arrange to meet with the new volunteer after the initial three months of membership to discuss how the volunteer has settled into the role and to identify if there are any issues that need to be addressed.

## **8 RECRUITMENT RECORDS**

- 8.1 The Chair will maintain a secure, hard copy recruitment file containing details of the volunteer's application form, references and letter of acceptance. This will be maintained in accordance with the organisation's Data Protection policy.
- 8.2 The Chair will supply the Administrator with the contact details of the new volunteer so that an electronic record is kept of the individual and a training record is commenced.

## **9 REFUSAL OF AN APPLICATION**

- 9.1 If an application is refused the applicant will be contacted both in writing and in person by the Chair to inform them why the application has been declined.

- 9.2 If the applicant wishes to appeal the decision, the volunteer will be able to submit an appeal in writing within one calendar month and that appeal will be reviewed and considered by all the Trustees. The decision of the Trustees will be final.

## **10 TRAINING**

- 10.1 All new volunteers will be informed that they are expected to attend training sessions on dementia awareness and safeguarding within the first six months of becoming a volunteer.
- 10.2 No volunteer will be considered for a role as a coordinator or committee member unless they have completed both aspects of training.
- 10.3 Persistent refusal to attend training sessions may result in the volunteer being asked to leave the organisation and relinquish their volunteering duties.

## **11 MEMBERSHIP OF CHARITABLE INCORPORATED ORGANISATION**

- 11.1 All volunteers, once they have completed the application process and have been accepted by the organisation, will automatically be considered as 'members' as described in the Constitution and will be entitled to vote at the Annual General meeting.

## **12. REFERENCES**

- 12.1 Equality Act 2010  
<https://www.gov.uk/guidance/equality-act-2010-guidance>
- 12.2 Recruitment Law and Guidance, Chartered Institute of Personnel Development  
<https://www.cipd.co.uk/knowledge/fundamentals/emp-law/recruitment>