

Coastline Group Volunteer Opportunities Recruitment and Selection Procedure

1.0 Introduction

- 1.1 This document sets out the process to be followed in recruiting volunteers across the Coastline Group. It should be read in conjunction with the Volunteer Policy and the relevant Volunteer Handbook.
- 1.2 Colleagues involved in recruiting volunteers should be fully aware of the Volunteer Policy and should ensure that all aspects of the recruitment are compatible with Coastline's Equality and Diversity Policy.

2.0 Identifying a need for a Volunteer

- 2.1 Where a new volunteer opportunity is identified the manager of the relevant team should liaise with the Volunteer Manager to create a role profile.
- 2.2 If there is a vacant, but established, volunteer role, the relevant manager should liaise with the Volunteer Manager to request recruitment.

3.0 Advertising for Volunteers

- 3.1 Volunteer opportunities will be advertised and promoted via Coastline's: website, newsletter, social media pages and through day-to-day conversations with colleagues and customers; Volunteer Cornwall and partner agencies. This list is not exhaustive.
- 3.2 The advertisements will invite people to express an interest in the volunteer opportunities. These expressions of interest will be passed to the Volunteer Manager to record and process.
- 3.3 Where there are no current volunteer vacancies, the individual's expression of interest will be kept on record and the individual will be contacted when a vacancy arises. In the interim the individual will be signposted to alternative volunteer organisations.
- 3.4 In some circumstances, if the volunteer has specific skills/knowledge that would be beneficial to the organisation a new volunteer role can be created around that individual's abilities.

- 3.5 Expressions of interest will be kept on electronic file in line with Coastline's Data Protection Policy and in accordance with the General Data Protection Regulations (GDPR) and legislation.

4.0 Actions on Receiving Expressions of Interest

- 4.1 Expression of interests will be acknowledged in line with our Customer Pledge response times.

- 4.2 In some cases, it may be apparent from the expression of interest that the person cannot be accepted as a volunteer at that time (i.e. no current volunteer vacancies, a conflict of interest). In such circumstances a polite email, letter or phone call declining the offer will be provided with an explanation of the reason for the decline. Attempts to signpost the person to alternative volunteer organisations will be made.

- 4.3 Except as in 4.2, all persons expressing an interest will be contacted and issued with a blank Volunteer Arrangement form to complete and the relevant Volunteer role profile.

- 4.4 Once the Volunteer Arrangement form has been returned, an informal interview will be arranged with an appropriate colleague, to assess the individual's suitability for the role.

5.0 Interviewing

- 5.1 The informal interview is to determine the skills, knowledge and experience of the volunteer, along with their motivations for volunteering. The interviewer can also take the opportunity to answer any queries the volunteer may have.

- 5.2 It would be appropriate at this stage to consider whether the role could be adapted to suit the individual needs of the volunteer.

- 5.3 If the volunteer role is deemed suitable, the prospective volunteer will be provided with a phone call, letter or email of acceptance and provided with a date for their induction. It will be made clear to the prospective volunteer that this offer will be subject to the return of their references and a DBS check (if required).

- 5.4 If the volunteer role is deemed unsuitable, the prospective volunteer will be provided with a phone call, letter or email of decline. If there is a more suitable volunteer opportunity within the organisation, the volunteer will be offered this role as an alternative. If the volunteer declines this offer then attempts to signpost the person to other volunteer organisations will be made.

6.0 References and DBS Checks

- 6.1 Two character references should always be taken up prior to a volunteer commencing their role. Any doubts raised by a reference should be discussed with the manager and senior manager of the team hosting the volunteer.
- 6.2 If the reference is deemed unsatisfactory, a phone call, letter or email declining the offer will be provided to the prospective volunteer. This should include an explanation of the reason, and signposting to alternative volunteer organisations.
- 6.3 Where a DBS check is required for a volunteer role the process will be explained to the volunteer at the informal interview, and the relevant form completed if they are successful in securing the volunteer role. The volunteer will need to be supervised by a designated colleague at all times while carrying out their volunteer role, until their DBS check is returned.
- 6.4 For volunteer roles that require a DBS check, the [DBS Code of Practice](#) will be adhered to when carrying out the DBS application process. This process includes the following: determining role eligibility for a DBS check, application, verifying identity, data handling, and determining suitability for a volunteer placement.
- 6.5 Volunteer roles which have been identified as requiring a DBS check will be annually reviewed. An Enhanced DBS check will normally be required for engagement roles or activities involved with the delivery of Coastline's Extra Care and Homeless services. A Basic DBS check will normally be required for roles that bring volunteers into regular contact with vulnerable adults and/or children, in the normal course of their volunteer duties.
- 6.6 Where notification is received that the DBS check is unclear, the volunteer will be requested to bring in their original DBS Certificate to be reviewed by the Volunteer Manager along with the manager and senior manager of the team hosting the volunteer.
- 6.7 Coastline will not discriminate unfairly against any volunteer subject to a DBS check on the basis of conviction or other information revealed.
- 6.8 The volunteer will be asked for the circumstances and background of any unspent offences. These will be considered together with the length of time that has elapsed since the unspent offences, the age of the volunteer at the time of the offences, the potential risks; and it will be considered whether or not the DBS check is satisfactory.

6.9 In circumstances where the DBS is considered to be unsatisfactory, a phone call, letter or email declining the offer of a volunteer role will be provided to the prospective volunteer. This should include an explanation of the reason, and signposting to alternative volunteer organisations with appropriate volunteer roles.

6.10 All volunteers subject to a DBS check, will be re-checked every three years from the date of the original check.

7.0 Induction & Trial Period

7.1 All volunteers will be required to complete an induction. They will be given an overview of the organisation and the policies that may concern them. Each volunteer will be supplied with a personal copy of the relevant Volunteer Handbook which draws together pertinent information and guidance.

7.2 In conjunction with the volunteer, an individual risk assessment will be completed. This will cover the risks associated with the role and any individual medical needs of the volunteer. If this assessment reveals any changes to the role or any extra risk management measures are required, they will be arranged at this stage. A volunteer's risk assessment will be reviewed on an annual basis or if there is any change in circumstances.

7.3 All volunteers are accepted subject to a trial period of three months. During this period, if the volunteer and/ or Volunteer Manager do not feel the role is suited to the volunteer then there will be a discussion regarding whether adaptations can be made.

7.4 If the volunteer and/or Volunteer Manager does not feel the role is suitable, when adaptations have been discussed, the offer will be withdrawn. If there is a more suitable volunteer opportunity within the organisation, the volunteer will be offered this role as an alternative. If the volunteer declines this offer then an exit interview will be provided and attempts to signpost the person to alternative volunteer organisations will be made.

7.5 If the trial period is successful, regular supervisions will be established with the volunteer to ensure onward support, relevant training and opportunities to feedback.