

DISABILITY POSITIVE

VOLUNTEER RECRUITMENT, INDUCTION AND DEVELOPMENT POLICY

Revision History

Version	Revision Date	Revised by	Section Revised
1.0	15/09/2020	LT/VA	New
1.1	05/11/2021	VA/LT	5
1.2	30/11/2022	Annual Review – no material changes, only job titles	

Document Control

Document Owner: LT	Document No:	Status: Approved	Date Approved: 05.11.2021
Security Classification: Low	Next Review Date: 14/09/2022	Version: V1.1	Department: Operations

1 POLICY STATEMENT

This policy sets out **Disability Positive** (*hereinafter referred to as the “Company”*) approach to recruitment, selection and induction for Volunteers. The Company want to constantly improve our performance. In order to make this a reality, we need to recruit from the widest possible pool of talent. The Company aims to attract and recruit people to volunteering with diverse backgrounds, skills and abilities, who will contribute to the Company’s success.

The Company recognises that its volunteers are fundamental to its success. To enable all volunteers to become effective and efficient in their role as quickly as possible, it is essential that all volunteers new to the Company, receive a timely induction.

The Company places critical importance on a thorough induction process which make new volunteers feel welcome, valued and settled in their new role. This then forms the basis from which volunteers can quickly get up to speed, perform their duties effectively and begin to make a contribution to the Company.

2 PURPOSE

The purpose of this policy is to ensure a professional and consistent approach to Recruitment and Selection and adherence to the Company’s **Equality and Diversity Policy**. The Company expect volunteers to be recruited on the basis of their aptitude and ability. Once appointed, the Company expect a professional and consistent approach to induction of newly appointed volunteers at the Company.

The objectives of the Induction Program are to:

- provide a planned and structured Induction Program for all newly appointed volunteers
- provide information about the Company Strategy
- communicate clear expectations about performance
- tailor the Induction Program to the needs of the individual volunteer in his/her new role
- provide planned learning activities to develop the skills and knowledge needed for the position
- provide support through mentoring, coaching and annual development feedback
- encourage continual improvement through continual learning and reflective practice.

3 SCOPE

This policy applies to all volunteers within the Company.

4 RESPONSIBILITIES

The Community Engagement Manager is responsible for the different elements of the recruitment process. The Community Engagement Manager is also responsible for the provision of the formal induction elements of the Induction Program to all new volunteers at the Company. This includes:

- Providing a pre-appointment Volunteer Recruitment Pack that outlines; the Company background, a summary of the role, experience required, the role description and person specification, code of conduct and commitment required.
- provision of online Induction resources (volunteer portal and details of mandatory training; and
- welcome functions and induction sessions (to provide information about the organisational structure and specific, relevant departments/services).

The Community Engagement Manager is responsible for the induction and development of volunteers, based on the mechanisms provided by the Company (i.e. Individual Induction Plans, feedback, reflection and review). The Community Engagement Manager will ensure that, within the Induction Program, all newly appointed, continuing volunteers will:

- receive an orientation to the Company and be provided with clear expectations of the role, accountabilities and responsibilities of the position;
- be provided with a volunteer handbook
- be able to complete the activities relating to the requirements at the Company;
- have access to annual feedback on performance support through training, coaching and mentoring;
- receive an Induction Plan that outlines the development required and the resources available to assist in the learning process (see Appendix 1- Volunteer Induction Plan template); and
- be able to participate in the formal Induction; and development opportunities provided by the Company.

The **Volunteer Code of Conduct** requires each new volunteer to be responsible for developing the skills necessary for the efficient performance of his/her duties.

All existing volunteers are to be aware of the principles underpinning the Induction Program. It is the responsibility of all volunteers to support the operation of, and participate in, these processes as required.

The Head of Services will carry out an annual audit of volunteer recruitment, induction and development.

The Chief Executive Officer is responsible for the overall evaluation of the Volunteer Induction Program.

5 ROLE DESCRIPTION AND PERSON SPECIFICATION

A role description is a key document in the volunteer recruitment process and must be finalised prior to taking any further steps in the process.

Within the role description, there will be a section dedicated to the person specification, which outlines the essential and desirable criteria (including qualifications, experience, knowledge, skills and expertise required to perform the role). The detail set out in the person specification will provide the criteria against which a potential volunteer can be assessed throughout the trustee recruitment process.

6 ADVERTISING THE VACANCY

The Company may use a number of options to generate interest from individuals outside the organisation, including placing advertisements via volunteer centres, on online job boards, on the Company website and social media.

Irrespective of the medium used, all advertisements need to be designed and presented effectively to ensure that the widest ranges of high-calibre potential volunteers are attracted. Advertisements must be non-discriminatory and include the Company's commitment to equality and diversity.

The Company will provide the following information in any advertisement:

- The name of Company
- Title of the role
- Commitment required
- Outline of key duties and requirements
- Method of application
- Closing date
- Equal opportunities statement

In order to provide applicants with sufficient information with which to make their decision about applying for the post, the role description will be made available in the Volunteer Recruitment Pack document.

7 APPLICATIONS AND SHORTLISTING

The Company will only accept the submission of an application form for volunteering. The Company require applicants to submit supporting information as part of their application to demonstrate their suitability for the role (e.g. how they meet the advertised criteria) and a recruitment monitoring form.

We treat applications confidentially and ensure they are assessed consistently against the criteria.

8 INTERVIEWS AND SELECTION

Once the volunteer has been successfully shortlisted, they will be invited to attend an interview with the Community Engagement Manager at a venue to be agreed. The Community Engagement Manager will ensure applicants are assessed consistently and the reasons for selection and non-selection must be recorded.

9 APPOINTING NEW VOLUNTEERS

The Community Engagement Manager will normally make the offer to the preferred volunteer(s) directly. The offer letter will also provide an induction meeting date. Upon acceptance, the Community Engagement Manager will obtain two references: one from last employer or college university tutor or equivalent. In addition, the volunteer(s) will be expected to return a volunteer agreement, confidentiality agreement and declaration of interest form.

10 EQUAL OPPORTUNITIES

The HR Officer will maintain statistical data records of successful and unsuccessful applicants in order to monitor progress of equality of opportunity. A review of progress will be carried out on a regular basis and an overview will be reported to Chief Executive Officer, annually.

11 DATA PROTECTION/CONFIDENTIALITY

The Company will keep confidential all volunteer information gathered through recruitment campaigns and will fulfil the requirements of the relevant legislation, including the General Data Protection Regulations. For further information, please refer to the **HR Privacy Statement**.

12 INDUCTION PROGRAM

The Induction Program is a Company program that incorporates formal induction activity, to meet the developmental needs of volunteers. All volunteers commencing in a new position at the Company will receive a planned Induction Program to enable them to best contribute their existing skills, knowledge and experience to the requirements of the volunteer position and for understanding and complying with all regulatory, statutory and legal requirements.

The Company induction training program consists of a combination of the following: -

- Role Specific training
- Data Protection, GDPR Principles,
- Safeguarding
- Disability Equality
- Health & Safety & Fire Protocols

The Company understands that training and development is a continuous process and in certain legal and regulatory areas, it is essential to stay ahead of any changes and

developments and to ensure that volunteers are up-to-date in their knowledge and skills. We allocate resources, support and funding for training and development endeavours.

A template Individual Induction Plan is detailed in Appendix 1.

13 VOLUNTEER DEVELOPMENT

The Company offer a comprehensive training and development program ***in addition*** to the mandatory training. The areas detailed in our induction program are scheduled on our rolling training sessions for all volunteers and are carried out on an annual basis.

Our ongoing training program encompasses the below tools and provisions: -

- Courses
- Reading material (volunteer portal)
- Annual Personal Development Meetings (with the Community Engagement Manager)
- Peer Support
- Web Based Learning

Mandatory on-line training can be accessed via Community Engagement Manager and details of completed training will be retained on a training log by the Community Engagement Manager. Should a volunteer identify an external course that is required, this can be requested and arranged via Community Engagement Manager.

Within 2 days of receiving any external training, a Training Evaluation Form must be completed (available on the volunteer portal). The original is to be returned to the Community Engagement Manager to update the Training Record for volunteers.

• Volunteer Induction Plan

- <insert name>



This template can be used to develop an outline of the initial schedule of learning activities that volunteers will undertake.

Activity	Contact, Resources, Details	When	Completed	Useful Info
Welcome	<ul style="list-style-type: none"> • Vision, values and objectives of the Company • Volunteer Handbook • Confidential Waste – see data protection policy • Declaration of relevant interests • Confidentiality Agreement • Volunteer Code of Conduct 			Refer to Volunteer Portal for listed documents
Health & Safety	<ul style="list-style-type: none"> • Fire evacuation procedure • Personal emergency evacuation plan • First-aid arrangements • Accident/Incident reporting • Any other arrangements (as required) 			First Aiders and MH First Aiders displayed next to first aid kit, next to accessible toilet on ground floor and first floor Accident Book in Reception
Policies	Ensure you have viewed and understood information contained in the volunteer handbook as this contains important information. Ensure you have viewed and understood information contained within relevant Company policies including: <ul style="list-style-type: none"> • Health and safety policy • Safeguarding policy • Data protection/ and confidentiality policy • Volunteer Code of Conduct • Equality and Diversity policy 	Ongoing		Refer to Volunteer Portal for listed documents
Culture and Processes	Familiarise yourself with processes including: <ul style="list-style-type: none"> • Volunteer Code of Conduct • Volunteer Recruitment, Induction and Development Policy • Volunteer Expenses policy 	Ongoing		Refer to Volunteer Portal for listed documents

Role Specific Learning and Development	<ul style="list-style-type: none"> • (insert specific training for role) • Introduce mandatory training and development opportunities available to volunteers. • Set up volunteer for the mandatory training, this will consist of some the following, dependent on role: <ul style="list-style-type: none"> - Safeguarding of Children and Adults at Risk - Data Protection/GDPR - Disability Equality - Health & Safety 			
Meet with mentor/ Community Engagement Manager	<ul style="list-style-type: none"> • Induction meeting with Community Engagement Manager • Name of Mentor / Buddy if allocated 	TBC		