VOLUNTEER RECRUITMENT, INDUCTION AND SUPERVISION PROCEDURE

PRN-152: Volunteer Recruitment, Induction and Supervision Procedure
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Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
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1. Purpose

This procedure provides a structured process for recruiting, inducting, training, supporting, and supervising volunteers.

The organisation recognises that volunteers play a vital role in supporting older people and adults with disabilities through companionship, wellbeing support, community engagement, and social inclusion activities.

This procedure aims to:

- Ensure safe recruitment practices.
- Support safeguarding responsibilities.
- Provide clear guidance for volunteer management.
- Promote high-quality service delivery.
- Support volunteer wellbeing and development.
- Ensure volunteers feel valued and supported.

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2. Scope

This procedure applies to:

- All volunteers
- Volunteer Coordinators
- Managers
- Directors

- Employees involved in volunteer management

The procedure applies throughout the volunteer journey from recruitment through to exit.

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3. Volunteer Recruitment Principles

Volunteer recruitment will be:

- Fair
- Inclusive
- Transparent
- Consistent
- Safeguarding-focused
- Role appropriate

The organisation will seek to attract volunteers who demonstrate:

- Compassion
- Reliability
- Respect
- Professionalism
- Commitment to safeguarding
- Alignment with organisational values

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4. Identifying Volunteer Opportunities

Before recruitment begins, a manager or Volunteer Coordinator should:

- Identify service requirements.
- Define the volunteer role.
- Consider risks and responsibilities.
- Prepare a role description.
- Determine required checks and training.

Volunteer roles should complement services and not replace paid employment positions.

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5. Volunteer Role Descriptions

Each volunteer role should include:

Role Title

Clearly identifying the volunteering opportunity.

Purpose of the Role

Summary of responsibilities.

Main Duties

Expected activities and tasks.

Time Commitment

Expected availability.

Required Skills

Skills, experience, or attributes.

Training Requirements

Mandatory learning expectations.

Supervision Arrangements

Details of support available.

Role descriptions should be reviewed periodically.

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6. Advertising Volunteer Opportunities

Volunteer opportunities may be promoted through:

- Community groups.
- Social media.
- Volunteer centres.
- Local networks.
- Organisational website.
- Partner organisations.

Advertisements should:

- Be inclusive.
- Promote equal opportunities.

- Clearly explain role requirements.
- Describe application arrangements.

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7. Receiving Applications

Prospective volunteers may be asked to complete:

- Volunteer Application Form.
- Expression of Interest Form.
- Supporting statement.

Applications should gather sufficient information to assess suitability.

All information must be handled confidentially.

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8. Initial Screening

Applications should be reviewed to ensure:

- Minimum requirements are met.
- Information is complete.
- No immediate suitability concerns exist.

Applicants meeting basic requirements should be invited to the next stage.

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9. Informal Interview or Discussion

Suitable applicants should be invited to an informal discussion.

Topics may include:

- Motivation for volunteering.
- Relevant experience.
- Understanding of the role.
- Safeguarding awareness.
- Availability.
- Expectations of volunteering.

The purpose is to assess suitability and provide information about the organisation.

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10. References

Where appropriate, references should be obtained.

References may be used to:

- Verify experience.
- Confirm suitability.
- Assess reliability.
- Identify concerns.

Any concerns identified through references should be reviewed before appointment.

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11. DBS Checks

Where roles involve contact with vulnerable adults, an appropriate Disclosure and Barring Service (DBS) check may be required.

DBS requirements should be determined according to:

- The nature of the role.
- Legal requirements.
- Organisational risk assessment.

Volunteers must not commence regulated activities until required checks have been completed.

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12. Identity Verification

Where appropriate, volunteers may be asked to provide evidence of identity.

Examples include:

- Passport.
- Driving licence.
- Utility bill.
- Bank statement.

Identity verification supports safer recruitment.

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13. Recruitment Decision

Following completion of recruitment checks:

Suitable Applicants

May be offered a volunteer role.

Applicants Requiring Further Assessment

May undergo additional review.

Unsuccessful Applicants

Should be informed respectfully.

Recruitment decisions should be documented.

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14. Volunteer Agreement

Prior to commencing activities, volunteers may be asked to sign a Volunteer Agreement.

The agreement may outline:

- Volunteer responsibilities.
- Organisational expectations.
- Training requirements.
- Confidentiality requirements.
- Professional conduct standards.

The agreement is not a contract of employment.

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15. Induction Planning

All new volunteers must complete induction before commencing volunteering activities.

An induction plan should be prepared covering:

- Organisational values.
- Key policies.
- Role responsibilities.
- Safeguarding.
- Health and safety.

Induction completion should be recorded.

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16. Volunteer Induction Programme

Induction may include:

Introduction to the Organisation

- Mission and values.
- Organisational structure.
- Services provided.

Mandatory Policies

- Adult Safeguarding.
- Health and Safety.
- Confidentiality.
- Data Protection.
- Lone Working.
- Dignity and Respect.

Practical Arrangements

- Reporting lines.
- Contact details.
- Support arrangements.
- Incident reporting procedures.

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17. Mandatory Volunteer Training

Training may include:

- Adult Safeguarding.
- Financial Safeguarding.
- Professional Boundaries.
- Lone Working.
- Equality, Diversity and Inclusion.
- Confidentiality.
- Incident Reporting.
- Mental Capacity Awareness.

Training completion should be documented.

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18. Shadowing and Supported Introduction

Where appropriate, volunteers may:

- Observe service delivery.
- Shadow experienced personnel.
- Attend introductory activities.

Shadowing helps volunteers build confidence before undertaking responsibilities independently.

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19. Allocation of Service Users

Before a volunteer is matched with a service user:

- Risks should be considered.
- Compatibility should be explored.
- Any communication needs should be identified.
- Support arrangements should be established.

Volunteer and service user wellbeing should remain central to allocation decisions.

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20. Commencing Volunteering Activities

Volunteers should only begin independent activities when:

- Recruitment checks are complete.
- Induction is finished.
- Mandatory training is completed.
- Appropriate authorisation has been provided.

Managers should ensure volunteers are adequately prepared.

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21. Supervision Arrangements

All volunteers should receive regular supervision.

Supervision may include:

- One-to-one meetings.
- Telephone support.

- Group discussions.
- Informal check-ins.
- Wellbeing reviews.

Supervision supports safe and effective volunteering.

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22. Topics for Supervision

Supervision discussions may include:

- Service user wellbeing.
- Volunteer experiences.
- Safeguarding concerns.
- Professional boundaries.
- Training needs.
- Emotional wellbeing.
- Performance and confidence.

Volunteers should be encouraged to raise concerns openly.

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23. Volunteer Wellbeing Support

Managers should monitor volunteer wellbeing.

Additional support may be provided following:

- Difficult visits.
- Safeguarding incidents.
- Bereavements.
- Complaints.
- Distressing experiences.

Support may include:

- Debrief sessions.
- Reflective discussions.
- Additional supervision.
- Temporary adjustments.

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24. Recording Supervision

Records should include:

- Date of meeting.
- Key discussion points.
- Agreed actions.
- Support needs.
- Training requirements.
- Follow-up arrangements.

Records should be maintained securely.

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25. Addressing Concerns About Volunteer Practice

Where concerns arise:

Step 1

Discuss concerns with the volunteer.

Step 2

Identify support needs.

Step 3

Provide additional guidance or training.

Step 4

Monitor progress.

Step 5

Review volunteering arrangements if necessary.

The organisation will seek supportive solutions wherever possible.

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26. Recognition and Feedback

Volunteers should receive regular recognition for their contribution.

Recognition may include:

- Thank-you messages.

- Certificates.
- Volunteer events.
- Positive feedback.
- References.

Volunteers should feel valued and appreciated.

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27. Volunteer Exit Procedure

When a volunteer leaves:

Exit Discussion

Where appropriate.

Return of Property

Any organisational equipment or materials.

Closure of Arrangements

Service users and relevant stakeholders informed where required.

Obtain Feedback

To support organisational learning.

Exit records should be maintained.

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28. Recruitment, Induction and Supervision Flowchart

Volunteer Application Received

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Application Screening

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Informal Interview

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References / DBS Checks

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Recruitment Decision

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Volunteer Agreement

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Induction Programme

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Mandatory Training

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Role Allocation

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Regular Supervision

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Ongoing Support and Development

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Volunteer Exit Process

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29. Case Study

Scenario: New Companionship Volunteer

A volunteer applies to support older adults experiencing loneliness.

Recruitment Process

- Application submitted.
- Informal interview completed.
- References obtained.
- DBS check completed.

Induction Process

- Safeguarding training completed.
- Confidentiality training completed.
- Volunteer agreement signed.

Supervision Arrangements

- Monthly supervision agreed.
- Regular wellbeing check-ins established.

Outcome

The volunteer successfully begins supporting service users and feels supported in their role.

Learning Point

A structured recruitment and induction process promotes safe, confident, and effective volunteering.

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30. Responsibilities

Volunteer Coordinator / Manager

Responsible for:

- Recruiting volunteers.
- Completing safer recruitment checks.
- Delivering induction.
- Providing supervision and support.
- Maintaining records.

Employees Supporting Volunteers

Responsible for:

- Assisting with induction.
- Supporting volunteer development.
- Reporting concerns.

Volunteers

Responsible for:

- Participating in recruitment and induction processes.
- Completing required training.
- Attending supervision.
- Following organisational policies and procedures.

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31. Monitoring and Quality Assurance

The organisation will monitor:

- Volunteer recruitment activity.

- DBS compliance.
- Reference completion.
- Induction completion.
- Training compliance.
- Supervision records.
- Volunteer retention.
- Volunteer satisfaction.

Monitoring findings will be used to improve volunteer management practices.

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32. Review Arrangements

This procedure will be reviewed:

- Annually.
- Following safeguarding reviews.
- Following significant incidents.
- Following volunteer feedback.
- Following legislative changes.

Related Policies

- Volunteer Management Policy
- Recruitment and Selection Policy
- Learning and Development Policy
- Supervision and Appraisal Policy
- Adult Safeguarding Policy
- Lone Working Policy
- Health and Safety Policy
- Code of Conduct Policy
- Employee Wellbeing Policy