

HR01c Recruitment and Selection Procedure - Volunteer

Procedure Reference:		HR01c	
Related Policy:		HR01	
Effective date:	Feb 2025	Review date:	Feb 2028
Approved by P&PRG:		Jan 2025	
Owner:	Michael Catlin	Job Title:	Head of People & Organisational Development
To be issued to:			
<input type="checkbox"/> Board of Management <input checked="" type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input type="checkbox"/> Finance <input type="checkbox"/> Housing <input type="checkbox"/> Asset <input type="checkbox"/> ICT		<input type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input type="checkbox"/> C&S Managers (RM, OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Other: _____	
Method of Delivery			
<input type="checkbox"/> Learn Pro <input type="checkbox"/> Board Portal <input type="checkbox"/> Line Manager to Share (eg. Agencies)		<input checked="" type="checkbox"/> Policy Owner to Notify (eg. Contractors) <input type="checkbox"/> Other: _____	
Stakeholder Consultation Completed			
<input type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input checked="" type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input type="checkbox"/> Finance <input type="checkbox"/> Housing <input type="checkbox"/> Asset <input type="checkbox"/> ICT		<input checked="" type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input checked="" type="checkbox"/> C&S Managers (RM,OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input checked="" type="checkbox"/> Other: Policy & Procedure Review Group	

Version Control

Date	Owner	Version	Reason for Change
Nov 2022	Michael Catlin	1	Replacing Obsolete Policy.
Dec 2024	Lindsay Fallon	2	Cyclical Review.

Summary of Changes

Section	Change
3.2	Procedure updated from G28 to G24

Contents

1.0 Introduction	4
1.1 Definition of Volunteer	4
2.0 Volunteer Recruitment	4
2.1 Recruitment and Selection.....	4
2.2 Volunteer Induction and Training.....	5
3.0 Consent	5
3.1 Corporate Functions	5
3.2 Supported Person	5
4.0 Responsibilities	6
5.0 Implementation Review.....	7
5.1 Implementation	7
5.2 Review.....	7
Appendix 1	8
Appendix 2	9
Appendix 3	12

1.0 Introduction

Ark recognises that achieving the aims and objectives of the organisation may be aided by the active participation of people in the community. A volunteer can be described as an individual, who put their experience, knowledge and skills at the disposal of an organisation, without expectation of financial compensation. Volunteers are to be distinguished from students, work placements or secondees where the primary aim is usually for the student or secondees to obtain certain work experience.

1.1 Definition of Volunteer

Volunteers are viewed as a valuable resource to Ark, in providing new skills and perspectives, ensuring our services meet the needs of our supported people as well as increasing our contact with the local communities. Ark encourages the involvement of volunteers within the organisation and is committed to ensuring that:

- Volunteers complement the work of staff, and the volunteer will not be used as a substitute for paid work;
- Volunteers are not asked to take on tasks formerly undertaken by staff in times of industrial action;
- Staff at all levels work positively with volunteers and where appropriate will actively seek to involve them in their work.
- Training and support is provided for those working alongside and managing volunteers;
- The standard of care and conduct of volunteers should be of the same high quality as that of staff.

2.0 Volunteer Recruitment

2.1 Recruitment and Selection

Recruitment of Volunteers will take place in accordance with Ark's Recruitment & Selection Policy and Procedure (HR01 and HR01a) either as part of a planned recruitment drive or following receipt of a speculative application from a Volunteer. A satisfactory disclosure or PVG must be received and two references.

Prior to recruitment the following areas must be agreed by the Manager.

- a) A Voluntary Work Outline must be developed by the manager, outlining the specific tasks, responsibilities and reporting lines of the Volunteer (Appendix 1).
- b) Volunteering agreement document outlining the duration, hours, expenses, insurance etc. relating to the placement (Appendix 2).

Ideally Volunteers should have specific roles rather than being taken on to help out the organisation in general. Without defined roles Volunteers can lack direction or be given jobs that no one else wants to do. This could quickly lead to Volunteers becoming demotivated and leaving.

A voluntary work outline is similar to a job description and can be relatively simple and less formal. It outlines what tasks a Volunteer will perform and what skills and experience are needed. This helps to give both the Volunteer and Ark a clear idea of what they can expect of one another.

2.2 Volunteer Induction and Training

Volunteers will receive a tailored induction into the work of Ark by the manager of the service and into their own area of work in their first week:

- A formal induction plan will be drawn together by the Manager and Volunteer within the first week of placement;
- Each Volunteer will have a named member of staff as their main point of contact. They will receive regular supervision and support throughout their placement as well as on-going opportunities for learning and development;
- The Volunteer will be made aware of relevant Ark policies and given guidance on the relevant practices and procedures;
- Volunteers will be made aware of Health and Safety policies and practices within the organisation. Ark has a commitment to ensure that Volunteers are not exposed to unnecessary risks while on placement however, Volunteers also have a responsibility not to expose themselves and others to unnecessary risks;
- Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed during their placement. This may include information involving a member of staff, supported person or other person or details of the overall business of Ark.

3.0 Consent

3.1 Corporate Functions

Where the volunteer is placed within one of the Corporate Functions within the Lochside and will be working with sensitive data the manager should ensure that appropriate consent is obtained from the parties concerned. Further advice can be obtained from the HR Department.

3.2 Supported Person

The Supported Person should be advised about any Volunteer who is likely to be involved with their care and the fact the volunteer may need information about the Supported Person, during the course of their duties.

In order to share personal data informed consent must first be gained from the Supported Person or, where appropriate, their legal guardian or nominated attorney. This means that the Supported Person has been provided with sufficient information to enable them to understand what they are consenting to. In order to share personal sensitive data explicit consent must be gained. This will usually mean written consent evidenced by completion of Ark's Sensitive Data Consent Form (see Appendix 3). This completed form must be sent to HR.

Further information in relation to the requirements which must be fulfilled prior to sharing data or sensitive personal data with a volunteer are set out in Ark's Openness and Confidentiality Policy (G13) and Data Protection Procedure (G24).

The supported person should be given a copy of any written consent given by them, and a copy should be placed in the individual's Care File.

If there is a doubt as to whether the Supported Person is able to give consent, consideration must be given to whether the supported person has the capacity to:

- Make this particular decision;
- Understand and retain the information relevant to the decision;
- Understand the consequences of deciding one way or the other;
- Communicate the decision they have come to.

Where an individual has been assessed as not having the capacity to make an informed decision, then decisions to disclose can be made by:

- The Supported Person Welfare Guardian;
- A Welfare Attorney.

A Supported Person has the right to refuse information being shared with the volunteer. If that is the case, they must not be coerced and their refusal must be clearly noted in their Care File.

4.0 Responsibilities

Volunteers are expected to:

- Participate in induction sessions and any other core training that the Manager deems necessary;
- Comply with all Ark policies and procedures, particularly in relation to confidentiality, accident reporting and health & safety;
- Undertake their voluntary work at agreed times;
- Inform the relevant member of staff if they are unable to attend, and if possible provide advance notice that this is the case;
- Give reasonable notice if unable to continue volunteering.

Ark Responsibilities

- Ark will ensure that each volunteer is appropriately inducted;
- Ark will ensure that the volunteer is accompanied at all times and will not place the volunteer, the supported person (where applicable) or Ark in a position of risk;
- Ark will ensure that volunteers are supernumerary and will not be utilised to fill vacant shifts or placed on the rota;
- Ark will ensure that volunteers are made aware of as much information as permitted regarding the work they will be completed (this may include access to the supported persons health, support plans, risk assessment and other supporting documentation where necessary).

5.0 Implementation Review

5.1 Implementation

The Head of People & Organisational Development is responsible for ensuring that the policy and procedure is implemented when required.

5.2 Review

This procedure will be reviewed within 3 years from the date of approval in accordance with Ark's review framework.

Appendix 1 - Voluntary Work Outline

Volunteer Job outline – Example

Corporate function

- Meeting and greeting visitors, connecting them to the people they are there to visit and/or the groups that they wish to attend.
- Providing support to employees, volunteers and members of the public as they arrive.
- Supporting with general office tasks such as outgoing post and ordering office supplies.
- Keeping the reception area tidy, ensuring that publicity materials are up to date.
- Making internal and external room bookings using our in-house IT system.
- Administrative tasks, including filing, photocopying and data entry.

Care and Support

- Attending and supporting community events.
- Befriending.
- Participating in activities with our supported people to keep them doing the things they love.
- Providing support and assistance to the people we support.
- Enabling and empowering our supported people.
- Administrative tasks, including filing, photocopying and data entry.

Appendix 2 – Volunteer Agreement

Private & Confidential

13 February 2025

Dear XXX,

Volunteer Agreement

We are writing to confirm the arrangements by which you have kindly agreed to be a volunteer with Ark within our xxxx Service.

We wish to assure you of our appreciation for your volunteering with us and are delighted to accept your time, skills and experience for the benefit of Ark. We will try our utmost to ensure your volunteer experience with us is enjoyable and rewarding and we very much look forward to working with you in accomplishing this.

We have set out key arrangements relating to your volunteering with Ark.

Commencement and Termination of Your Volunteer Work

This arrangements commences from xxx

This arrangement may be terminated by either party at any time for any reason although it is hoped that each party would give at least one week's notice, oral or written, to the other party if they wish the arrangement to cease.

Status of Volunteers

You acknowledge and agree that you will not be considered to be an employee of Ark for any purposes, while performing voluntary services. Nothing in this arrangement or any other dealings between you and Ark will be deemed to constitute a relationship of employer and employee.

You acknowledge and agree that volunteer services shall be donated, and that you are not entitled to nor should you expect any present or future salary, wages or other benefits for these voluntary services.

It is also acknowledged, and agreed that you have no obligation to provide voluntary services to Ark, nor does Ark have any obligation to allow you to perform such voluntary services.

Induction and Training

We will provide an induction covering what Ark and its staff do and your volunteering role.

Supervision, Support and Flexibility

We will provide a named person who will meet with you regularly to discuss your volunteering role and any complaints or problems you may have. We will do our best to help you develop your volunteering role with us.

Confidentiality

You acknowledge that during the course of this volunteer arrangement, you may become aware of confidential information relating to the Ark, its supported people, staff and service.

You shall not, whilst providing voluntary services Ark or at any time thereafter, disclose or communicate to any person or persons or make use of any such confidential information (other than in the proper performance of your voluntary services under this arrangement) and shall use reasonable endeavours to prevent any disclosure, communication or use by any other person, of any such trade secrets or confidential information.

References and Background Checks

You will be required to provide referees Ark who may be contacted by the HR in order to assist in assessing your suitability for the volunteering role. Ark will also require you to undergo a police or criminal background check, also known as a PVG check. (Protection of Vulnerable Groups)

Expenses and Insurance

Ark will meet all reasonable expenses incurred by the Volunteer whilst carrying out their duties on placement. These should be agreed beforehand with the Manager.

Ark's public and employers liability insurance policies cover the activities of volunteers whilst they are on Ark premises or engaged in any work on Ark's behalf.

If you have any further questions regarding your voluntary work with Ark do not hesitate to ask us.

Please sign and date both copies of this letter. You should return one copy of this letter to Ark before you begin your volunteer work with us. The other copy is for your reference.

Yours Sincerely,

Michael Catlin
Head of People and Organisational Development

XX - XX Volunteer at XX Service

I acknowledge and accept the details contained in this letter.

Signed

Date

Appendix 3 - Sensitive Information Consent Form

This form can be adapted according to individual circumstances.

The Data Protection Act (2018) and UK GDPR requires Ark Housing Association Ltd to obtain your written consent to keep and use sensitive personal information. Sensitive information falls in one of the following categories:

- racial or ethnic origin
- political views
- religious beliefs
- membership of trade union
- physical or mental health
- sexual life
- any alleged criminal offence
- any legal proceedings connected to an individual.

We will not process or keep any of this information unless you give us your written permission.

The particular type of sensitive information which we propose processing in your case is as follows:
<INSERT DETAIL>

We propose processing the information in the following way:

By sharing the information with <INSERT NAME> who is a volunteer

The sensitive personal information that you give us will only be used for the purposes you have agreed below.

To allow <INSERT NAME> to complete a volunteer placement with Ark

We will not disclose this information to any other person or organisation without your permission. If you object to such disclosure, please tick this box.

We will take reasonable precautions to prevent the loss, misuse or alteration of your personal data. Please sign here to show that you agree to us using your data in this way.

I agree to the above use of my data.

Print Name:

Signed:
