

**RECRUITMENT POLICY**

**Updated Nov 2021**

# **RECRUITMENT POLICY**

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| **Version**  | **Description**  | **Date**  |
| **1.0**  | **Recruitment Policy**  | 03 Nov 21 |
| **Board Approved**  | 22 Nov 21 |
| **For Review:**  | 22 Nov 22 |
| **Volunteer Coordination Manager** | Kerry Moffat |

1. **INTRODUCTION**
	1. Newquay Foodbank can only achieve its aim of supporting the Community through active recruitment and management of enthusiastic and able Volunteers who are trained within the role they undertake.
	2. To maintain Volunteer enthusiasm and participation it is imperative that their experience from recruitment to training, to volunteering is continually monitored and adjusted to ensure it is an enjoyable, positive experience that can be adapted according to that specific Volunteer’s current life demands.
	3. Volunteering is exactly that, **voluntary,** therefore Newquay Foodbank will never ask more of an individual then they are willing and able to give.
2. **RECRUITMENT PROCESS**
	1. To ensure clarity throughout the recruitment process communication **MUST** be kept simple, with engagement led by the Volunteer Management Team **(VMT)**, at all points, until directly handed on to other Team Managers. The process is detailed below and pictorially in the flow chat at Annex A.
	2. The recruitment process is as follows:
		1. **INITIAL INTEREST -** In the first instance **ALL** new Volunteers (or their details) are to be directed to the VMT via the volunteers@newquayfoodbank.co.uk email address. The VMT are to monitor this and action all interest swiftly to ensure enthusiasm is not lost.
		2. **COMMUNICATION –** The VMT will take the lead on handling the Volunteer’s initial introductory process, keeping other people engagement to a minimum until the right time, to keep the process clear.
		3. **PAPERWORK –** The VMT will send Annexes B – D to the new Volunteer for completion. Once returned the VMT will update the SharePoint database with all information.
			1. **Documents not returned –** If documents are not returned within 7 days a follow-up request for document completion will be sent. If, after 7 days of this additional request, still no response is received then one final email will be sent, informing the new volunteer of the deletion of all personal information held for them within our database.
			2. **Documents returned –** One copy of the paperwork is to be printed out and maintained within the Volunteer’s record compliant with GDPR principles, as a backup to the computer system. All other copies are to be destroyed keeping personal data distribution to a minimum.
		4. **REFERENCE REQUEST –** Upon receipt of the paperwork above, the references are requested using Annex E and the individual is invited to an informal interview ‘Coffee and Chat’. It is not a pre-requisite that the references are returned prior to the interview or a taster session, but they must be held prior to the individual starting officially as a Volunteer.
		5. **INTERVIEW –** The informal interview may form part of the taster session or run as a separate interview. See further details at point 4.
		6. **TASTER SESSION –** The VMT will liaise with the appropriate Team Manager to organisea taster session. This will be targeted at the role the Volunteer wishes to take on. For specific taster session details see point 5.
		7. **FEEDBACK –** Once the taster session is complete the Team Manager is to report back to the VMT on how the session went. From there the VMT will contact the Volunteer to ascertain their continued interest or, if needed, organise an alternate taster session in a different role.
		8. **DBS CHECK –** Where required the VMT will pass the Volunteers details to the Operations Manager for action.
		9. **TEAM ALLOCATION –** The VMT will pass the Volunteers details to the Team Manager of the team they wish to join. For actions at this point see point 6.
		10. **INDUCTION** – Once a Volunteer is assigned to a team they will be invited to an induction with the Operations Manager and the Training Coordinator. The induction will be tailored according to the team they have joined and the training undertaken recorded on the Volunteers training log.
		11. **ONGOING REPORTING –** Once the induction process is complete, the Team Manager maintains full contact with the Volunteer and reports back to both the Operations Manager on the status of their team, the Volunteers and where gaps arise.
3. **INTERVIEW**
	1. This is the Volunteers first direct experience with the Foodbank and therefore needs to be relaxed and friendly, following a more coffee and chat format, whilst gathering essential information concerning the Volunteer and their ability to support the Foodbank.
	2. The interviews will be conducted by the VMT.
	3. The following should be discussed:
		1. Application form and details held within.
		2. Any concerns arising from the initial application process.
		3. Discussion of the foodbank and the various roles involved.
		4. The importance of Food bank values, a caring compassionate service with a non-judgemental attitude.
		5. An understanding of our links to the Trussell Trust and the belief that Food banks should ultimately not be necessary hence campaigning to alleviate food poverty.
		6. Discussion of the Volunteer’s interests within the Food bank, their background, work experience, qualifications and abilities.
		7. Time credit information – what they are and how they work.
		8. Allocation to a team for a taster session.
4. **TASTER SESSIONS**
	1. The purpose of the taster session is for the Volunteers to learn more about the role they wish to undertake.
	2. The Team Manager will take responsibility for the taster session or delegate this down to a Session Lead, so long as adequate time is available to support the new Volunteer. **Lack of attention to the Volunteer, on this taster day, could lead to their loss of interest.**
	3. The following areas are to be discussed:
		1. Volunteer availability and rota coordination.
		2. The importance of reliability and communication.
		3. An awareness of the basic health and safety applicable to the role including reading and understanding the risk assessments associated.
		4. An outline of the induction process including having a named buddy.
		5. A chance to observe the role and gain hands on experience as appropriate.
		6. A chance to meet and chat with other Volunteers.
	4. **SESSION TASTERS –** Theseshould beconducted at either a quieter session (St Columb Minor or St Columb Major sessions) or extra Volunteers need to be added to ensure a dedicated lead is with the new Volunteer.
	5. **OTHER TASTER SESSIONS –** For Volunteers more interested in background roles such as the Collections Team, Fundraising, Administration or Stock Management, they should be teamed up with experienced Volunteers who can discuss and demonstrate what the various roles involve.
5. **TEAM ALLOCATION**
	1. Once a Volunteer has been passed to a team all communication with the Volunteer will be via the Team Manager to ensure the communication line is kept clear.
	2. The Volunteers will be provided with uniform (if required) and ID by the VMT.
	3. The Team Manager willallocate a buddy to support the Volunteer during their first few sessions / activities.
	4. The Volunteer should be added to the rota (as an additional alongside their buddy, if capacity allows) as soon as practical to maintain enthusiasm and be kept as additional for their first 2 – 3 sessions.
	5. The Team Manager should meet up with the Volunteer at their first session or at an appropriate time to go through the Volunteer agreement and provide them with a copy of the Volunteers handbook.
6. **INDUCTION PROCESS**
	1. The induction process will be organised by the Operations Manager ideally before a Volunteer officially starts but at least within 6 weeks of this date.
	2. This process will be outlined in a separate document. However, in basic terms this will be tailored to the position that the Volunteer has applied for.
	3. Further training will be organised as required and according to the Volunteers role which may include annual refresher training. This may include food hygiene certificate, manual handling training and health and safety along with team specific processes.
7. **REVIEW**
	1. This policy and its implementation will be reviewed at least annually or where significant financial changes occur.

**ANNEX A TO RECRUITMENT POLICY**

**RECRUITMENT OF VOLUNTEERS FLOWCHART**

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**ANNEX B TO RECRUITMENT POLICY**

**VOLUNTEER APPLICATION FORM**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of Volunteer** (incl Title) |  | **Date of Birth** |  |
| **Phone Number**  |  | **Mobile** |  |
| **Email**  |  |
| **Address** |  |
| **Driving licence and business insurance included in policy**(Not needed for all roles) | **Y or N** | **Preferred contact method** (Whatsapp / Email / Phone) |  |
| **Emergency Contact (NOK) & relationship** |  | **Emergency Contact Number** (preferred mobile) |  |
| **Volunteer Info** (Working / Retired / Family)  |  |
| **Previous Work Experience / Qualifications** |  |
| **Do you have any health Conditions that we should be aware of?** (If yes please give details) |  |
| **Do you agree to a DBS check** (Not required for all roles) | **Y or N** |
| **Do you have any previous convictions** (Does not necessarily mean you cannot volunteer) | **Y or N** |
| **References –** Please provide 2 references (non-family) who have known you for at least 12mths |
| **Reference One** **Name and Relationship to you**  |  | **Contact Number** |  |
| **Email address (Required)** |  |
| **Reference Two** **Name and Relationship to you** |  | **Contact Number** |  |
| **Email address (Required)** |  |
|  **Approximately how many hours would you like to volunteer** (Please Highlight) |
| **One off events**  | **1 – 4 hrs a week**  | **1 – 4 hrs a month**  | **As much as needed**  | **Other (Please State)** |  |
| **What role are you interested in volunteering within?** Tick all columns as applicable.Many roles have flexible hrs that can adjust around your time commitments.**You will never be asked to give more time than you are willing**. |
|  | **Session Volunteer** | **St Columb Minor** | **Tues****10am - Midday** | **St Michaels, Newquay** | **Fri****10am - Midday** | **Fri****Midday – 2pm** | **St Columb Major** | **Sat****10am - Midday** |
|  | **Background Administration – Printing, Data Handling, Health and safety. (Hrs Flexible)** |
|  | **Collections or Deliveries Team – Need to own car and have business insurance (Hrs Flexible)** |
|  | **Communications – Website / PR / social media. (Hrs Flexible)** |
|  | **Fundraising – Grant applications, event coordination or simple support. (Hrs Flexible)** |
|  | **Logistics – Stock and Warehouse (Hrs Flexible)**  |
|  | **Leadership role (Session Lead, Treasurer, Finance, Team Leader)**  |
| **Please indicate why you would like to become a volunteer with the Newquay Foodbank and what strengths in particular you believe would be of value as a volunteer.** |
|  |

**Data Protection:**

Your details will be held by Newquay Foodbank and our umbrella organisation the Trussell Trust, beyond this they will not be shared with any other third party without your explicit consent. Once you leave the foodbank your data may be held for up to 12 months for safeguarding purposes.

**Volunteer Confirmation:**

By signing the below you confirm that all information contained within this application form is correct to the best of your knowledge. You further consent to Newquay Foodbank processing your data in the consideration of your application during your time as a volunteer with the Newquay Foodbank, if applicable.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name**  |  | **Signature**  |  | **Date** |  |

Once complete, please **return this form** to **volunteers@newquayfoodbank.co.uk** including a **headshot photo** (for your Foodbank ID) and we will start the process. If you have any queries at any point please do get in touch.

**ANNEX C TO RECRUITMENT POLICY**

**VOLUNTEER CONFIDENTIALITY AGREEMENT**

This confidentiality agreement covers the Newquay Foodbanks agreement with you to retain your information in a professional manner in accordance with the [Data Protection Act 2018](https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted), along with your agreement with us to ensure you handle any information you come in to contact with, whilst volunteering with the Foodbank, in the same manner.

As a volunteer for the Newquay Foodbank, you may have access to (or may learn of) information of a confidential nature including personal volunteer, donor and/or client details. Confidential information includes the contents of the Foodbank operating manual, which should not be disclosed to people outside of the charity.

Confidential info includes (but is not limited to) Personal details written or spoken, printed documents or photographs etc.

**The only exception** to this is if you have been party to any information which raises a concern to you, such as a safeguarding matter. In this case, **if you are in any doubt** please pass any information to our Safeguarding Officer or your Team Leader who will discuss it with you directly, and progress as required.

**CONFIDENTIALITY STATEMENT**

I understand that while volunteering with Newquay Foodbank I may come across information that is confidential. I agree that I will never disclose such confidential information to anyone outside of the project, subject to the exception outlined above.

**As a Volunteer I acknowledge that I will be in a position of trust and therefore confirm:**

|  |  |  |
| --- | --- | --- |
|  | I am not aware of any reason why I should not undertake this role |  |
|  | There are matters I need to declare before a voluntary appointment is made (Please provide basic info below for further discussion if needed, not all concerns would preclude you from volunteering) |  |
|  |  |

 **You should declare:**

* Any unspent criminal convictions, including cautions. Including outside of the UK.
* If your name has been placed on a list of people barred from working with children or vulnerable adults, previously held by ISA now by the Disclosure and Barring Service (DBS).
* If you are currently under investigation by the police.

If you would like any guidance on declaring a conviction, please take a look at the following website: <https://www.nacro.org.uk/resettlement-advice-service/support-for-individuals/disclosing-criminal-records/rehabilitation-offenders-act/> for advice on this.

I understand breaches of this agreement could result in termination of volunteering with the Foodbank.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Signed**  |  | **Name** |  | **Date** |  |

If your circumstances change during the time you are Volunteering with the Foodbank bank YOU MUST make the Safeguarding Officer or your Team Leader aware at the earliest opportunity.

**ANNEX D TO RECRUITMENT POLICY**

**VOLUNTEER COMMITMENT AGREEMENT**

We appreciate your commitment to Newquay Foodbank and strive to make your volunteer experience with us enjoyable and rewarding. To ensure this is the case, we have created this agreement which sets out our commitment to you and what we hope you can contribute.

**Newquay Foodbank commit to:**

* Never to ask more of you than you are willing to give. Volunteering is just that - voluntary.
* Give you the best experience possible
* Be responsive to your requirements
* Provide you with an induction
* Be flexible in relation to your volunteering hours, recognising individual capacity and the need for holiday
* Provide training required to undertake the role
* Reimburse out-of-pocket expenses as agreed in the Expenses Policy
* Provide a clear leadership structure to access support and raise concerns

**By signing below you agree to volunteer with the Newquay Foodbank and commit to the following:**

* Treating all Foodbank users with dignity and respect
* Maintaining confidentiality as set out in the confidentiality agreement
* Performing your role to the best of your ability
* Working within the scope of your role description
* Reading and abiding by the Newquay Foodbank’s policies and procedures
* Asking questions and raising concerns to ensure you stay safe whilst volunteering
* Meeting time and other commitments as agreed
* When unable to attend sessions or other commitments, giving reasonable notice to the leadership team

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Signed**  |  | **Name** |  | **Date** |  |

**ANNEX E TO RECRUITMENT POLICY**

**Volunteer Reference Request**

|  |  |
| --- | --- |
| **Volunteer Name:**  |  |
| **Position Applied for:** | Foodbank Volunteer |

The above named person has applied to volunteer with the Newquay Foodbank and has given us permission to approach you for a reference. By completing this form you are agreeing to supply an opinion of the Volunteer and that all information given is accurate.

**The role of a Food Bank volunteer is varied and can include tasks such as:**

- Collecting food donations or purchasing food from stores and delivering to sites,

- Unpacking and sorting stock,

- Checking food is suitable for onward distribution ie date check,

- Making food parcels,

- Interacting with vulnerable adults,

- Dealing with confidential information,

- Working as part of a busy team.

We thank you for taking the time to assist us in our application process and confirm that all information will remain private and confidential.

Best regards

***NEWQUAY FOODBANK***

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of Referee:** |  | **Date of Reference:** |  |
| **Relationship to Volunteer:** |  |
| **How long have you known the Volunteer?** |  |
| **Please rate the Volunteer on the below areas by indicating with an ‘X’**  |
|  | **Poor**  | **Below Average** | **Average** | **Good** | **Excellent** |
| **Honesty** |  |  |  |  |  |
| **Trustworthiness** |  |  |  |  |  |
| **Punctuality**  |  |  |  |  |  |
| **Team Work**  |  |  |  |  |  |
| **Confidentiality**  |  |  |  |  |  |
| **Empathy**  |  |  |  |  |  |
| **Are there any reasons why you would not recommend this individual as a Volunteer?** |
|  |