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| Standards Toolkit  Support |
| This document is for supporting an induction process for new volunteers it is for advice only.   1. ***These documents, templates and policies are for advice and support purposes only.*** 2. ***You may edit and amend the documents to render them suitable for your group purposes.*** 3. ***You must not sell or re-distribute any documents or derivatives thereof.*** |

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**Introduction**

All volunteers should be vetted for suitability to the role of support and working with vulnerable people.

The term ‘volunteer’ applies to all sorts of people giving their time for free. They will come with different skills and experiences and educational achievements. They will come from different backgrounds, with different motivations for volunteering.

This might include:

* highly qualified graduates
* students
* those who have left school with no formal qualifications
* people who want to volunteer in roles that are very different to their ‘paid’ work
* people who have retired and want to put skills and experience to good use
* people looking to build experience to get into paid work
* employer supported volunteers
* people who are volunteering in a representative capacity. For example: union rep, local councillor, tenant representative.

In each case the volunteers will need to be inducted into the role and provided with support to enable them (and the organisation) to get the most from their volunteering.

**The purpose of this document and the volunteer induction process is to protect;**  
*Existing volunteers,  
Guests/Service users,  
Members of the general public,  
The applicant.*

**All volunteers should have;**  
*Identification (to be seen by group lead)  
References from someone who has known them in an official capacity for at least 6-12 months, not a family member.*

**Volunteer Application Form**

The most practical way of receiving, processing and filing a volunteer application is using Google Forms. Here is a link to an explanation video <https://youtu.be/LxlfPLPI0wM> As the video explains, google forms will collate and save all applicants information via spread sheet and as it is encrypted it complies with most Data Protection Policies.

**Template email for references**

Asking for an email address for references is one of the quickest, easiest ways of gaining a written reference so that as a group you can process applicants easily.

Dear (Person giving the reference)

Ref; (Name of applicant)

I am emailing as (Name of applicant) has put you forward as a reference for a voluntary position with your group name.

Your group name is a (charity, organisation) that works with vulnerable people, individuals from the homeless community and members of the public. Due to safeguarding we would request a reference from you, in your professional capacity for (Name of applicant). Could you fill in the below questions to the best of your knowledge please and return to me.

*This email is strictly confidential when complete*

* Applicant’s name as you know it:
* Please provide the dates of his/her employment/volunteering with your organisation:
* Applicant’s last position:
* Is the applicant still employed by or volunteering with your organisation?
* Reason for leaving (if applicable):
* Was the applicant dismissed?
* Would you re-employ him/her?
* if no, please state reason:
* To the best of your knowledge, was there ever any reason to suspect this person of dishonesty or breach of trust?
* Trustworthiness:
* Reliability:

Your details;

* name:
* position:
* contact telephone number:
* company/organisation name:
* dated:

May I take this opportunity of thanking you in advance for any help you are able to give; your prompt reply would be much appreciated.

Yours Sincerely

(Name of person sending email)

**Process step by step**

1. Applicant completes form
2. Email sent for references via email
3. Complete references returned
4. Non satisfactory?
   1. Email applicant with notice of unsuccessful application
5. Satisfactory references?
   1. Email applicant to advice of next step (below)
6. Email with volunteer specific policies for reading
7. Invite the applicant to an induction meeting advise the applicant to bring;
   1. Identification, passport, drivers licence, utility bill
   2. Any relevant certificates
   3. DBS Certificate (if possible)
8. Induction successful proceed to setting start date.

**Induction basics**

A successful induction session should include;

1. Brief individual intro, name and reason for applying is a good start
2. A background to the organisation
3. A brief into roles, responsibility and safeguarding
4. An intro into who is who and who to speak to/ask questions
5. Basic do’s and don’ts
6. Possible training options
7. Any additional info relating specifically to the role
8. Check Identification to verify.

The volunteer may find it useful if the information they are given is kept in a handbook or pack. This would include a copy of the Volunteer Policy.

**Template letter of confirmation**

It is then polite to officially offer the applicant a position via email or formal letter.

\_\_\_\_\_\_\_ (Date)

\_\_\_\_\_\_\_ (Name)

\_\_\_\_\_\_\_ (address)

Dear Mrs. /Mr.\_\_\_\_\_\_\_,

I am pleased to offer you the position of \_\_\_\_\_\_\_\_\_ (position) beginning on \_\_\_\_\_\_\_\_ (day starting)

Before starting the role you will be required to attend a shadow session, attend a service while shadowing an experienced volunteer. Please can you confirm if you are free for this session to take place?

Date;  
Time;  
Location;

We are happy to have you join our team. Thank you for applying to volunteer with us and should you have any questions or need further information on this issue, please contact me directly.

Yours Sincerely,

\_\_\_\_\_\_\_\_\_\_\_

(Name)

(Position/title)