

Volunteer recruitment and selection

Managing the business process

Introduction

What is this document for?

This document summarises the process that should be used to recruit British Red Cross volunteers. It goes through the steps that you should take from when a volunteer first shows an interest in helping us, to the point when they start giving their time. It was introduced in response to the recent restructuring, including the establishment of the Territory Data Processing Units, so that everyone understands how we all work together to recruit volunteers.

How was it written?

By taking some of the forms and procedures that are being used throughout the Society, adopting those that we know work well and acting on the latest advice on the best ways to recruit and keep volunteers.

The first version was written in June 2002 and was tested by those recruiting volunteers. This second version dated November 2002 reflects what we have learnt in the meantime and includes improvements that were suggested during the testing process.

Who should use it?

Anyone who recruits volunteers to help the British Red Cross. Throughout the document, the word 'recruiter' has been used to describe anyone recruiting volunteers. You might be delivering a service, running a shop or project or organising fundraising activities.

The only recruiters who do not need to follow every step of the process are those recruiting volunteers helping with activities such as Red Cross Week and Open Gardens (often referred to as 'occasional volunteers').

Why should I use it?

Because it will help you:

- Respond professionally to someone offering to volunteer.
- Understand the steps that you should go through to recruit a volunteer.
- Recruit the right volunteers for the tasks you have and in the numbers that you need.
- Understand how volunteering advisers can support you in your work.
- Be clear on what your responsibilities to volunteers are.
- Understand how a volunteer's details get recorded on the Society's database.
- Follow best practice in recruiting and inducting volunteers into an organisation.
- Recruit motivated volunteers who want to undertake the roles available and have the time and skills to get the most from volunteering.
- Benefit from your colleagues' experiences.

It will minimise:

- Volunteers leaving soon after they have started.
- You unwittingly discriminating against a person or making it difficult for someone to volunteer.
- Volunteers becoming dissatisfied because the role is not what they expected or wanted.
- You having to deal with difficult and time-consuming situations that could have been avoided.
- You wasting time re-inventing the wheel. We have provided forms to enable you to log what stage in the process you have reached with each volunteer and standard letters that you can use.

Does every form have to be used?

No. Some are optional and are just tools you may find helpful. In the appendices, we have indicated which forms are optional and which can be customised. The remainder must be used and completed fully as they appear in this document.

Do I have to read it all?

No. It does look like a lengthy document, but it is not intended to be read from cover to cover. The first section summarises the whole process, the second is an optional checklist and the third is the main body of the document on recruiting volunteers. The fourth section contains the appendices of documents and forms, some of which you will want to use to help you through the process. The appendices are there for you to 'dip into' as and when you need to.

Section 1: a summary of the overall process.

Section 2: a checklist the recruiter can use to make sure they have followed all the steps in the entire process.

Section 3: more detailed information on each stage of the process, including action points and information.

Section 4: forms and supporting information that you can use for reference. The forms can be photocopied and are also available in RedRoom.

Will it be updated?

Yes. Amongst other things, the new volunteer application form and possibly the rollout of Criminal Record Bureau checks will result in slight changes to the process. Sections of this document will be updated to reflect these changes and sent to you in due course.

How will I know when this is updated?

Your Area's volunteering adviser will let you know when updated sections are available and how you can get them. The updates will be clearly dated on every page so you know what is current.

You can also get your name on the mailing list for email updates by emailing the volunteering department at alsmith@redcross.org.uk or by telephoning. You can also subscribe to the documents on RedRoom, so you will get an automatic email when any of them are updated.

Can I amend the forms, letters and documents in the appendices?

The following appendices may need to be adapted and are available in Word format:

- Service selection form
- Role descriptions
- Application form covering letter
- Reference covering letter
- Volunteering enquiry form

Please note: these are the only documents that can be adapted to suit your needs and should be amended with advice from your volunteering adviser.

How can I give feedback on this document and the process?

In the first instance, please contact your manager or volunteering adviser. You can also contact the volunteering department at UK Office or use the feedback form at the end of this introduction.

How can I get more copies?

Ask your volunteering adviser, download from the volunteering pages of RedRoom or contact the volunteering department on 020 7201 5403.

How do I get training or support in following this process?

Your volunteering adviser will arrange training sessions on how you can make this process work and be effective in your recruitment of volunteers. They will also give you ongoing support and advice.

How am I going to develop my skills in recruiting and managing volunteers?

The organisation is developing a model, which sets the standard expected by the British Red Cross of all its managers of volunteers. Through discussions with managers of volunteers and other interested parties we will develop a range of support and guidance materials that will be firmly grounded using good practice.

These are likely to include:

- Tools to help individual managers of volunteers to identify current strengths and weaknesses against the behaviours and competencies.
- Recognition of existing skills through the use of our policy of accrediting prior learning and experience. That is, your previous experience/learning may mean additional training is not required. Appendix 8 illustrates the need to complete the form for the assessment of APEL.
- Production of a “good practice guide” that gives practical guidance on specific aspects of volunteer management.
- Delivery of formal training courses, workshops and seminars covering aspects of effective volunteer management.
- Facilitation of peer group learning and mentoring arrangements.
- Refinement of business processes that support the model.

Many of our managers of volunteers already have the skills and knowledge necessary. The model will provide a tool for individuals to assess themselves against the standards and identify development needs. The solution will not necessarily be in the form of a taught course (although for some this will be the most appropriate solution).

In the meantime if you have development needs in the area of volunteer management, please contact your line manager. If necessary they can seek advice from the training and development support manager (TDSM), training and development adviser (TDA) or volunteering adviser (VA).

How do I find out who my volunteering adviser or volunteering support manager is?

Call the volunteering department on 020 7201 5403 or look on RedRoom.

Acknowledgements

Thank you very much to all the staff who contributed their advice and materials and tested the process. With special thanks to the volunteering advisers, volunteering support managers, Data Processing Units and human resource managers.

Philip Rosser & Alison Smith
Volunteering Department
November 2002

Feedback on the process for recruiting British Red Cross volunteers

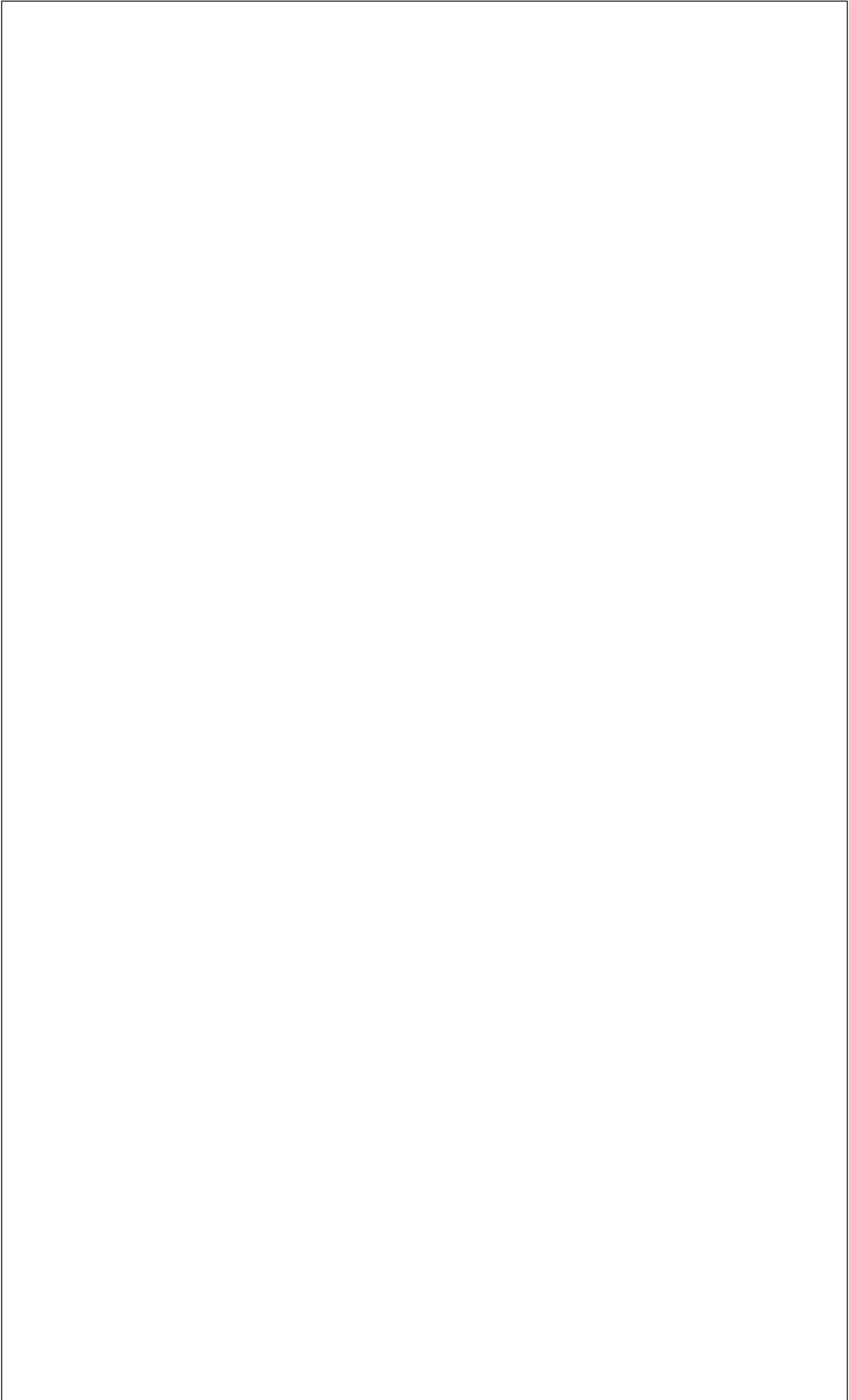
Please post this form back, email or telephone.

To: Alison Smith, UK Volunteering Officer, UK Office,
9 Grosvenor Crescent, London SW1X 7EJ.
alsmith@redcross.org.uk 020 7201 5403

From:
Name:
Address:
.....
Email:
Telephone:

Please use the space below to comment on the process itself, the supporting appendices and documentation or to give any other comments you have. This will help us to make sure the next version is as good as it possibly can be and that we learn from everyone's experience.

Comments:



Contents

1. Step by step summary of recruiter's responsibilities

2. Recruiter checklist

3. Stages of the process

- 3.1. Devising a volunteer role description
- 3.2. Initial enquiry
- 3.3. The information pack
- 3.4. Receiving the application form
- 3.5. APEL
- 3.6. Arranging the interview
- 3.7. The interview
- 3.8. Getting references
- 3.9. Criminal Record Bureau Disclosures
- 3.10. Processing the forms
- 3.11. Data Processing Unit
- 3.12. Joining pack
- 3.13. New volunteer information session

4. Appendices

- 4.1. Example volunteer role descriptions
- 4.2. Volunteering enquiry form
- 4.3. *Putting you in the Picture* booklet cover
- 4.4. Sample application form
- 4.5. Example covering letter for application form
- 4.6. Service selection form
- 4.7. Application control sheet
- 4.8. APEL form
- 4.9. Suggested forms of ID
- 4.10. Interview checklist
- 4.11. Example interview questions
- 4.12. Interviewing advice
- 4.13. Suggested referees
- 4.14. Useful contact details
- 4.15. British Red Cross equal opportunities statement
- 4.16. Reference response form
- 4.17. Covering letter for written references
- 4.18. New volunteer DPU form
- 4.19. Example Workforce profile
- 4.20. Volunteer changes/leavers form
- 4.21. *Volunteer's Handbook* cover
- 4.22. *Ideals in Action* booklet cover
- 4.23. Record of voluntary hours form
- 4.24. Volunteer expenses claim form
- 4.25. Sample volunteer form and temporary ID card
- 4.26. New volunteer information session checklist

Glossary

APEL	Accreditation of Prior Experience and Learning
Area	The British Red Cross has split the UK into 21 Areas
CRB	Criminal Records Bureau
Disclosure	New criminal record check certificate
DPU	Data Processing Unit (Territory level)
Occasional volunteer	A volunteer not joining the regular active volunteer workforce, but giving occasional, time-limited help, which is irregular over a year. This may include those volunteering for Red Cross Week, Open Gardens or a Duke of Edinburgh Award candidate who helps for a short time
PeopleSoft	The database used by the British Red Cross, which stores personal information of all staff and volunteers
PeopleSoft ID	The number generated for each person entered on to the database, which is put on volunteer ID cards and can be used for identification
Recruiter	The person recruiting the volunteer e.g. service co-ordinator, shop manager etc.
TDA	Training and development adviser
TDSM	Training and development support manager
Territory	The British Red Cross has split the UK into four Territories
VA	Volunteering adviser (Area level post)
VSM	Volunteering support manager (Territory level post)

1. Step by step summary of the recruiter's responsibilities

Procedure for recruiting volunteers

- The term 'recruiter' has been used to describe those recruiting volunteers, such as service managers, shop managers and fundraisers.
- It should be decided locally which people are best placed to undertake the different steps and associated tasks.
- These charts summarise the basic tasks that must be completed when recruiting a new volunteer.
- Volunteering advisers will advise you when Disclosures (the new version of a Police check) are required and will explain the process.

Step:	Tasks:	Forms to record information and written information to give to the volunteer: (Appendix no. in brackets)
Initial Enquiry This is the only step that does not have to be undertaken by the recruiter themselves See Stages 2 & 3	<ul style="list-style-type: none"> • Take contact details on volunteering enquiry form • Post/give the volunteer an information pack, enclosing an SAE marked with the name of the recruiter or the admin office address • Consider referring the volunteer to the British Red Cross website for more information • Hold informal interview if appropriate • Pass volunteer enquiry form to the most relevant recruiter 	<p>Forms to use:</p> <ul style="list-style-type: none"> • Volunteering enquiry form (2) <p>Information to give to the volunteer:</p> <ul style="list-style-type: none"> • Application form (4) • Covering letter (5) • Freepost envelope (if possible) • Service selection form (6) • Relevant leaflet/info for service /activity • If relevant, a role description (1) • <i>Putting you in the Picture</i> booklet (3)
Application See Stages 4 & 5	<ul style="list-style-type: none"> • Start the application control sheet (optional) • If necessary, refer the volunteer to another organisation or Volunteer Bureau, if their application cannot go any further • Check that all sections of the application form are complete and note any gaps • Start APEL Form if appropriate • Arrange informal interview 	<p>Forms to use:</p> <ul style="list-style-type: none"> • Application control sheet (7) • APEL form (8)

<p>Arranging the interview</p> <p>See Stage 6</p>	<ul style="list-style-type: none"> ● Find suitable venue (private and accessible) ● Explain to the volunteer the purpose of the interview, and that it is conducted in an informal setting ● Arrange the time and date with the volunteer ● Ask the volunteer to bring with them: <ul style="list-style-type: none"> – a form of ID – driving licence if they want to drive for us – any Police check of less than 3 years – details of referees or suggestions (if not already supplied) ● Prepare the information needed during the interview 	
<p>The interview</p> <p>See Stage 7</p>	<ul style="list-style-type: none"> ● Thank the volunteer for coming and make them feel welcome ● Explain the interview process and what happens after the interview ● Complete the application form or any gaps ● Give an overview of how volunteers help the British Red Cross ● Explain the work and commitment required for the desired role(s) ● Ask the volunteer questions in relation to the role and make notes on their answers about: <ul style="list-style-type: none"> – why they want to help – availability and commitment – skills and experience – health or support issues – previous offences and convictions – understanding of equal opportunities ● Start or complete the APEL Form ● Check the reference details given and confirm with them that references can be obtained immediately ● Explain insurance cover, expenses policy etc. 	<p>Forms to use: APEL form (8) Interview checklist (10)</p>

<p>References and Criminal Records Bureau Disclosures</p>	<p><u>Written references</u></p> <ul style="list-style-type: none"> ● Call the referees if possible, to confirm they are happy to provide references and check their address ● Write off for references using: <ul style="list-style-type: none"> – Reference form – Covering letter – Role description ● Make a diary date to chase references ● Record details of who has been contacted on the application control sheet <p><u>Verbal references (Where acceptable)</u></p> <ul style="list-style-type: none"> ● Call the referees and confirm that they are happy to provide a reference ● Complete the reference form over the phone and sign and date it ● Send the referee: <ul style="list-style-type: none"> – Reference form – Role description <p>The referee should check the information, sign the form and return it</p> <ul style="list-style-type: none"> ● Make a diary date to chase the return of references ● Record details of who has been contacted on the application control sheet <p><u>Criminal Record Bureau Disclosures</u></p> <ul style="list-style-type: none"> ● Contact the volunteering adviser for your Area who will advise on Disclosures ● Disclosures can be applied for whilst waiting for the references to save time 	<p><u>Forms to use:</u></p> <ul style="list-style-type: none"> ● Application control sheet (7) ● Reference response form (16)
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See Stages 8 & 9

See Stages 8 & 9	<p><u>Returned references</u></p> <p><u>If advice is needed contact your volunteering adviser</u></p> <ul style="list-style-type: none"> ● Carefully read through the comments and where necessary contact the referee for more information (e.g. where the details given are very brief or omissions/information given prompts further questions) ● If the references are satisfactory follow the next steps ● If they are not acceptable contact the volunteer to discuss the next step ● This might be requesting more references to clarify information or the volunteer opportunity in question no longer being an option for them, and a need for alternatives to be suggested 	
<p>Processing the forms (phase 1 of 2) (References and Disclosures)</p> <p>See Stage 10</p>	<p><u>Send the volunteering adviser:</u></p> <ul style="list-style-type: none"> ● A copy of the volunteer application form ● Any relevant Disclosure information – guidance should be sought from the volunteering adviser <p>And at a later date when you have them</p> <ul style="list-style-type: none"> ● A copy of the references 	
<p>The recruiter and volunteer can agree a start date</p> <p>If the role requires a CRB Disclosure, which has not been received, the recruiter may wish to discuss this with the volunteering adviser beforehand</p>	<p><u>The recruiter asks the volunteer to bring the following when they next meet:</u></p> <ul style="list-style-type: none"> ● Proof of ID if not already seen at the interview ● Two passport photos for the ID card and file 	

<p>New Volunteer Information Session</p> <p>See Stages 12 & 13</p>	<ul style="list-style-type: none"> ● Explain to the volunteer the plan for the time they are with you ● Go through the new volunteer information session checklist ● Show the volunteer around and do introductions ● Confirm who will be the volunteer's contact person/manager and who will give day-to-day support ● Confirm review date or probationary period for volunteering and add to the application control sheet ● Give a health and safety tour and discuss task related health and safety issues ● Give the volunteer the joining pack ● Discuss expenses and the system to be used ● Get the information needed for PeopleSoft by completing section A of the new volunteer DPU form <u>with</u> the volunteer, explaining why the information is requested <p><u>The volunteer should sign:</u></p> <ul style="list-style-type: none"> ● Volunteer form and temporary ID (if temporary ID needed) ● New volunteer DPU form <p><u>Take from the volunteer:</u></p> <ul style="list-style-type: none"> ● Photo for permanent ID card and one for their file 	<p><u>Forms to use:</u></p> <ul style="list-style-type: none"> ● New volunteer information session checklist (26) ● Application control sheet (7) ● New volunteer DPU form (18) <p><u>Information to give to the volunteer: (Joining pack)</u></p> <ul style="list-style-type: none"> ● <i>Volunteer Handbook</i> (21) ● <i>Ideals in Action</i> booklet (22) ● Role description (1) ● Record of voluntary hours form (23) ● Key contacts ● Volunteer expenses claim form (24) ● Notable dates (e.g. initial training dates, meeting dates, forthcoming events) ● Relevant service/activity guidelines or policies ● Health and safety information ● Volunteer form and temporary ID card, if required (25)
<p>Processing the forms (phase 2 of 2) (after the volunteer information session – DPU information and volunteer's personal file)</p> <p>See Stages 10 & 11</p>	<p><u>Recruiter's tasks:</u></p> <ul style="list-style-type: none"> ● Sign back of the volunteer's photos ● Send original new volunteer DPU form to the volunteering adviser with one photo 	

<p>See Stages 10 & 11</p>	<ul style="list-style-type: none"> ● Ensure volunteer's personal file contains: <ul style="list-style-type: none"> – Original volunteer application – Original references – Interview notes made – Service selection form – Copy of the new volunteer DPU form – One of the volunteer's photos <p><u>Volunteering adviser's tasks:</u></p> <ul style="list-style-type: none"> ● Completes section B of the new volunteer DPU form by adding Disclosure information ● Passes new volunteer DPU form to the Territory Data Processing Unit <p><u>DPU's tasks:</u></p> <ul style="list-style-type: none"> ● Puts volunteer's details on PeopleSoft ● Issues Workforce profile and permanent ID card to the recruiter 	
<p>Issuing of volunteer's permanent ID card and verifying the Workforce profile</p>	<p><u>Recruiter:</u></p> <ul style="list-style-type: none"> ● Gives the volunteer their permanent ID card ● Asks the volunteer to sign the ID card in front of them ● Asks the volunteer to check the Workforce Profile <p><u>If Workforce profile is correct:</u></p> <ul style="list-style-type: none"> ● The volunteer should sign it to verify this ● The recruiter ensures the signed and verified Workforce profile is stored in the volunteer's personal file <p><u>If Workforce profile is incorrect:</u></p> <ul style="list-style-type: none"> ● The recruiter should send it back to the DPU with the amendments 	<p><u>Give to the volunteer:</u></p> <ul style="list-style-type: none"> ● Permanent ID card

2. Recruiter checklist

Name of volunteer

Initial enquiry		Date
	Receive/complete volunteering enquiry form	
	Supply information pack and SAE if not already given/sent	
	Consider referring to British Red Cross website	
	Have a brief chat about the role and being a volunteer or	
	Hold interview and complete application form if appropriate	
Application (if you have it before the interview)		
	Receive application form from volunteer	
	Can start application control sheet (optional resource)	
	Check that the application form is complete and note any gaps	
	Start APEL form if appropriate	
	Signpost volunteer if necessary	
	Arrange interview	
Arranging the interview		
	Find suitable venue (private and accessible)	
	Explain the purpose of interview, that conducted in informal setting	
	Arrange time and date with volunteer	
	Ask volunteer to bring required ID with them	
	Prepare information needed for the interview	
Interview		
	Explain interview process and what happens next	
	Complete application form or any gaps in it	
	Give overview of how volunteers help the British Red Cross	
	Explain the work and commitment required for the role	
	Establish why they want to volunteer and what they want from the experience	
	Ask questions and record responses	
	Check volunteer's ID and record what proof has been shown	
	Start/complete APEL form	
	Check referee details and confirm that references can be obtained immediately	
	Explain insurance cover, expenses policy, any Disclosure required, etc.	
References and Criminal Records Bureau Disclosure (simultaneous)		
Written references		
	Call referees to double check willingness to provide references and confirm address details	
	Write off for references	
	Make a diary date to chase references	
	Record on application control sheet, when returned (optional)	
	Carefully read returned references and proceed/take further action/seek advice from VA	
	If not acceptable, contact volunteer to discuss the way forward	
Verbal references		
	Obtain verbal references, where appropriate (i.e. retail)	
	Complete reference response form	
	Send to referee, with role description, for signing	
	Make a diary date to chase references	
	Record on application control sheet, when returned (optional)	

	Criminal Records Bureau Disclosures	Date
	CRB Disclosure – contact volunteering adviser (VA)	
Processing the forms		
	Copy of application form to VA	
	Disclosure information to VA (if required by the role – ask VA)	
	Copy of references to VA when you have them (can follow after the above)	
Volunteer start date (can get advice from VA if Disclosure needed not received yet)		
	Recruiter agrees with volunteer when volunteer will start – subject to CRB	
New volunteer information session		
	Explain plan for the day/session to the volunteer	
	Go through new volunteer checklist	
	Show around and introduce volunteer	
	Confirm volunteer's contact person/manager	
	Confirm review date/probationary period	
	Record on application control sheet (optional)	
	Health and safety tour and awareness raising	
	Give joining pack to volunteer	
	Discuss expenses and system to be used	
	Recruiter completes DPU form (section A) with volunteer's help	
	Explain why information on DPU form is needed	
	Volunteer signs volunteer form/temporary ID slip (if temp ID needed)	
	Recruiter adds their details to new volunteer DPU form	
	Collect two photographs for permanent ID card and personal file	
Processing the forms		
	Send new volunteer DPU form to VA	
	Send one photograph signed by recruiter to VA	
	Copy of new volunteer DPU form to personal file	
Volunteer personal file		
	Volunteer application form to personal file	
	References to personal file	
	Interview notes to personal file	
	Service selection form to personal file if one was completed	
Recruiter information		
	Record contact details, emergency contact details and availability for own records	
Issuing of permanent ID card and verifying Workforce profile		
	Receive Workforce profile and permanent ID card from DPU	
	Give permanent ID card to volunteer and ask to sign	
	Ask volunteer to check Workforce profile	
	If correct, ask volunteer to sign	
	If incorrect, return to DPU with amendments	
	Signed and verified copy to volunteer's personal file	

Name of recruiter

3.1 Stage 1

Devising a volunteer role description

- i. Ideally, each volunteer should have a role description. This provides a summary of the work to be done and acts as a tool for supervision and evaluation. It also quickly focuses a new volunteer on what they should be doing.
- ii. Ideally it should be sent to referees when requesting a reference, so they can understand what the volunteer hopes to do.
- iii. Some examples of volunteer role descriptions can be found in Appendix 1. These need to be tailored to fit the role you hope the volunteer will fill. If one needs to be devised it gives you the opportunity to carefully design the role. Start by locating any previous or similar role or task descriptions. You can get advice from your volunteering adviser.
- iv. If someone has been doing the tasks or carrying out the role previously, ask them for input to help breakdown the tasks involved, time commitment needed etc. Consider doing an exit interview if they are leaving. To get a full picture of the potential of the role, ask them what tasks they enjoyed the most/least and what activities or projects they always wanted to do but never had time for.
- v. If it is a new post consider the following:
 - Aim of the role.
 - How best volunteers can be involved.
 - Tasks to be completed and how to make them interesting.
 - What needs to be achieved in the role – results expected.
 - Support and supervision of the role.
 - The time commitment needed (e.g. no. of hours per week, length of commitment, flexibility).
 - Location of work and travel requirements.
 - Discuss with the volunteering adviser if a 'Disclosure' of criminal convictions is required from the Criminal Records Bureau (CRB).

Tips

This should not be called a 'job description' as it may give the impression that an 'employer-employee' relationship is being created. The difference is significant in the eyes of the law and has serious implications.

Consult staff, asking for their help in developing volunteer jobs where they can provide support, and jobs that volunteers will want to do.

The work needs to be real (i.e. it really needs to be done) and to be appreciated by staff. Volunteer roles that are boring and unsatisfying lead to a high turnover!

Summary of appendices relevant to this stage:

Appendix 1 Example volunteer role descriptions

3.2 Stage 2

Responding to an initial enquiry

- i. Those dealing with initial enquiries should be familiar with the range of volunteer opportunities available, the time commitment and skills needed for the different roles. Many callers will not know what they want to do and will need some advice and to hear the options. Responsibility for this needs to be assigned and the necessary information made available.
- ii. Consider using the 'volunteering enquiry' form to log the volunteer's details if it is not the recruiter dealing with the enquiry, as someone else will be getting back to the volunteer (see Appendix 2).
- iii. During telephone calls and with personal callers:
 - Introduce yourself and thank them for making contact.
 - Question them about their interest.
 - Ask them how they heard about us. This is important information for analysis (e.g. measuring the success of recruitment campaigns).
 - Answer their initial questions if you can, but do not guess.
 - Provide a brief account of how volunteers help the British Red Cross.
 - If there are a number of volunteer opportunities, outline where volunteers are needed the most. Avoid negative phrases such as: "in desperate need of. . ." and "so many have left we could do with more. . ."
 - Outline the next step in the process, explaining that information and application forms are sent/given out, they are completed in advance and posted/given back **or** saved and completed in the interview. Explain that the interview is a chance for both parties to find out more and that it will be conducted in an informal setting.
 - If the volunteer and recruiter can conduct the interview there and then, it saves time and will reduce our chances of losing them (see Stage 7).
 - If you don't do the interview immediately, take the volunteer's contact details and say when someone will be in touch.
- iv. If the volunteer's initial enquiry is by post or email, phone them if you can, to discuss the above points. This will be quicker and questions can easily be answered and information gained. If phoning is not an option, reply by letter or email, covering the same points. For those who made contact via email, ask for a postal address, so you can send out the *Putting you in the Picture* booklet (see Appendix 3) as this is not available on-line. Alternatively, ask the volunteer to look at the opportunities on the British Red Cross website.
- v. Give or post the volunteer an application form and information pack (see Stage 3).

Tips

If a service/activity does not need volunteers it is far better to be clear about this. Explain why this is the case and ask the caller if you can take their details for when more help is needed. Volunteers need to be kept busy, especially when they start.

Dealing with enquiries as soon as possible is very important, while volunteers are interested in helping and are considering their options.

First impressions count. Thanking the volunteer for their interest and acting keen and being welcoming makes a big difference.

At this stage the volunteer will ask questions but they may not expect to have to answer in-depth questions about themselves, this may be a little off-putting.

Summary of appendices relevant to this stage:

- Appendix 2 Volunteering enquiry form
- Appendix 3 *Putting you in the Picture* booklet cover

3.3 Stage 3

Information pack

- i. The information that a volunteer needs in order to consider volunteering for the British Red Cross can be given in a number of ways. This section gives an example of what may be sent or given out.
- ii. Application form.
- iii. Covering letter:
 - Explain what happens next.
 - Explain that completion of the application form can wait until meeting.
 - Explain that reference details on the application form can be left blank and discussed in the informal interview or at a later date (see Appendix 5).
- iv. Freepost envelope (if possible).
- v. Service selection form, if relevant (see Appendix 6).
- vi. If they have shown particular interest in a service, send the leaflet or literature covering that service.
- vii. *Putting you in the Picture* booklet (see Appendix 3).

Summary of appendices relevant to this stage:

Appendix 3	<i>Putting you in the Picture</i> booklet cover
Appendix 5	Example covering letter for application form
Appendix 6	Service selection form

3.4 Stage 4

When the application form is received in advance of the interview

- i. Consider using the ‘application control sheet’ to begin tracking how the application progresses (see Appendix 7).
- ii. Try to establish the best opportunity for the volunteer, using the ‘service selection form’ and considering any experience, health issues, age policy, availability and interests from the application form. Keep in mind current volunteer opportunities.
- iii. Start the ‘Accreditation of Prior Experience and Learning’ (APEL) process to help establish what experience the volunteer already has (see Appendix 8).
- iv. If the volunteer knows which service or activity they are interested in, or if their skills and availability match the needs of a service/activity, give the application form to the most appropriate person who recruits volunteers.
- v. If the volunteer’s skills and availability do not match any volunteer opportunities call the volunteer to establish if other opportunities can be created or discussed.
- vi. The recruiter who will be interviewing the volunteer should check the application form to ensure that all sections are complete, that it is signed and note any points needing further clarification, ready for the interview.
- vii. The recruiter should contact the volunteer to arrange the interview (see Stage 6).

Summary of appendices relevant to this stage:

Appendix 6	Service selection form
Appendix 7	Application control sheet
Appendix 8	APEL form

3.5 Stage 5

Accreditation of Prior Experience and Learning (APEL)

- i. It is essential that all volunteers are appropriately skilled to carry out their chosen roles. The British Red Cross offers an extensive range of learning and development opportunities and is committed to recognising the existing skills, knowledge and experience of its volunteers. It has adopted a process to capture these and encourage the use of these skills for the benefit of the British Red Cross. This process is known as Accreditation of Prior Experience and Learning (see Appendix 8).
- ii. To summarise, APEL allows recruiters to give volunteers credit for their past experience and learning on the basis of evidence drawn from an individual's relevant past experience.
- iii. This process should be done by the recruiter and can begin when the application form has been received, continuing through the interview and at the reference stage of the selection process.
- iv. The recruiter should refer to the volunteer role description to measure the individual's training/learning needs, plan the training/learning and methods to be used and do a risk assessment to decide which tasks can be carried out immediately and which cannot. Advice can be sought from the volunteering adviser or training and development adviser.
- v. The key issue to be addressed by the recruiter when applying an APEL test is 'fitness for purpose'. Is the volunteer capable of functioning competently at the required level in the role?
- vi. The aims are:
 - To recognise the knowledge/skills/experience that an individual brings to the British Red Cross. To ensure that their learning is relevant to the individual's needs so that services can be delivered to the required standards, preventing volunteers being re-trained in what they can already do.
 - To ensure recognition of prior achievement, experience and learning in accordance with the Health and Safety at Work Act (1974) as well as other relevant legal requirements.

vii. The following is a summary of the APEL Policy produced in April 2000:

Required Activity	Check
Ensure the requirement of the role is clear	
Recruiter to define the content of the role	
Include APEL as part of the interview process where appropriate	
Formulate questions to test previous experience*	
Complete APEL interview record – i.e. formulation of questions that test competence and recording of evidence	
Verify evidence – via reference or other suitable method	
Identify skill gap	
Agree further action in interview	
Recruiter signs off APEL process	
Inform volunteer of the appeals procedure if relevant	
Follow up as required	

*Credit is given for activities completed rather than simple attendance. For example, obtaining a nursing qualification and never having been employed as a nurse is not sufficient information. The volunteer must show evidence of employing their qualification in either a paid or voluntary capacity.

Tips

Do remember that formal training courses are not the only way someone can learn and they are not always the most effective and practical solution. It is often useful to substitute the word 'learning' for 'training' so that we are not tempted to limit ourselves by only considering formal training. Shadowing and teaming up with someone more experienced may be a better approach.

Summary of appendices relevant to this stage:

Appendix 8 APEL Form

3.6 Stage 6

Arranging the interview

- i. If it is convenient for the volunteer and the recruiter to hold the interview immediately this is to be encouraged if there is enough time.
- ii. The choice of location is very important. Consider where the interview could take place, keeping in mind:
 - Any mobility or other issues that the volunteer has identified e.g. sign language interpreters.
 - A quiet and private place is needed so the volunteer will feel comfortable discussing personal information.
 - Somewhere with a friendly atmosphere is ideal.
 - The location should not be isolated, other volunteers or staff should ideally be nearby. The interview should be during standard working hours if at all possible.
 - Interruptions can be very distracting for both the recruiter and the potential volunteer.
- iii. When contacting the volunteer:
 - Explain that by meeting, you can both find out more and establish if the opportunity is right for them. Also that it is an interview but it is conducted in an informal setting so that both parties get the most from it.
 - Ask if they have any particular requirements to come for an interview, e.g. a sign language interpreter, access requirements such as wheelchair access or whether they need information on car parking.
 - Tell the volunteer how long you think the meeting will last, then they can plan for this.
- iv. Ask the volunteer to bring to the interview:
 - A form of identification. Explain that the British Red Cross needs to see ID because it is good practice to be certain of a volunteer's identity and that all potential volunteers need do this. It is part of the recruitment process to protect the vulnerable people that receive our support. Ask them to bring with them some form of ID from the list (see Appendix 9).
 - A driving licence if they are planning to drive for the British Red Cross. (This can also be the form of ID used.)
 - Depending on the role, any Police check of less than three years that the volunteer may have.
- v. The recruiter should have ready for the interview:
 - A list of volunteer opportunities available, with descriptions of the tasks and skills required.
 - A list of questions in relation to the role and others that are open-ended to explore the volunteer's motivations (see Appendices 11 and 12).
 - The application form if you have received it in advance.
 - Interview checklist (see Appendix 10).

Summary of appendices relevant to this stage:

Appendix 9	Suggested forms of ID
Appendix 10	Interview checklist
Appendix 11	Example interview questions
Appendix 12	Interviewing advice

3.7 Stage 7

The interview

Every point must be considered essential by the recruiter

About interviews

- i. Anyone wanting to volunteer for the British Red Cross, apart from occasional volunteers such as those doing Red Cross Week, should have an interview as part of the selection process. Ideally, this should be face-to-face, or where this is not practical over long distances, over the telephone. Ideally, occasional volunteers should complete the front page of the volunteer application form.
- ii. A thorough interview can last anything from 45 minutes to an hour. Some roles may need a second interview or a more extensive one; advice can be sought from the volunteering adviser.
- iii. The interview needs to cover equally why the role is important and interesting, as well as whether the volunteer would be right for it. Do not assume that just because the volunteer has come to the interview that they will definitely offer to help at the end of it.
- iv. Apply equal opportunity principles throughout the interview (see Appendix 15).

What you should do

- v. Make the volunteer feel welcome and thank them for coming.
- vi. Explain what will happen during the interview and the process afterwards, including the fact that notes will be taken and that it is a chance for both parties to ask questions. Explain that the aim of meeting is also to establish if the opportunities available suit the volunteer's interests, skills and availability.
- vii. Give an overview of the services and why volunteers are involved. Explain that there are a variety of opportunities and you are only interviewing for one of them.
- viii. Complete the application form with the volunteer if this has not already been done.
- ix. If the application form was sent in advance but has information missing, complete these sections with the volunteer.
- x. Explain the work involved and be clear so that the volunteer has realistic expectations. If the work is repetitive say so, but also explain why it is important work and how the role contributes to the overall success of the service/activity and team.

Questions

- xi. Question the volunteer using the role description if there is one, or generally about the skills they have, how they feel they could fulfill the role, their availability and the commitment needed etc. (see Appendix 1).

- xii. Ask about previous experience but explain it is not necessarily needed. If appropriate start, or continue to complete, the Accreditation of Prior Experience and Learning (APEL) form to establish the skills the volunteer has and those that need developing (see Appendix 8).
- xiii. Ask about any particular skills and interests they have, why they want to volunteer and what they want to get out of volunteering. Knowing and understanding their motivation to volunteer is crucial in making sure you can keep them motivated and keep them volunteering!

Health issues and support needs

- xiv. Explain why you need to discuss any health or support issues that are relevant to the role and then ask about these issues. Also explain that the British Red Cross is committed to making reasonable adjustments to peoples' working environment and ask what support or adjustments might be needed for them to volunteer.
- xv. Discuss any health problems or support needs the volunteer has and try to establish if the opportunities in question are good options for the volunteer.

Criminal Records

- xvi. Explain why you need to ask about criminal records. Because the British Red Cross works with vulnerable adults and children we do ask individuals to disclose all their previous convictions, cautions, reprimands and final warnings, whether they are spent or not. Our posts are exempted from the Rehabilitation of Offenders Act 1974, but we do examine every case individually. Discuss any offences disclosed during the application procedure, what the circumstances were and when, and their relevance, if any, to the role.
- xvii. If the volunteer has convictions and you need advice from your volunteering adviser continue the interview as normal. Explain that you need some advice about the next step but any discussions that you have with the volunteering adviser will be confidential. Tell them when you will get back to them. Be sure to explain that the British Red Cross does look at each volunteer's individual circumstance in relation to the role and actively encourages everyone to volunteer. However some options may be closed depending on the nature of the offence(s) and the volunteer role.
- xviii. Ensure the confidential declaration on the application form has been signed and if the volunteer has no criminal record that they write 'none' in the box.

Proof of identity

- xix. Explain why you need to check a volunteer's identification, check it and record on the application form the ID shown (see Appendix 9).

References

- xx. Ensure you have the contact details of at least two appropriate referees (see Appendix 13) and that the contact details are complete and legible, with full postal address, phone number and an email address if there is one. Check the referees are going to be able to respond swiftly. It may be necessary to ask for the details of three referees. Two should be viewed as a minimum.
- xxi. Explain to the volunteer that their volunteering might be delayed whilst waiting for references to be returned. Ask for their help by suggesting that they contact their referees and encourage them to respond swiftly to the request for references.

Fundamental Principles

- xxii. Discuss their understanding of equal opportunities and explain the Red Cross Fundamental Principles. Ensure they understand the Principles.

Expenses and support

- xxiii. Explain the volunteer expenses policy, the support and training given and that volunteers are covered by the British Red Cross's insurance. Offer to reimburse out-of-pocket travel costs to the interview.

Summing up

- xxiv. Answer the volunteer's questions and check if they are still interested in volunteering.
- xxv. If the volunteer is not suitable for the particular role explain why and discuss other British Red Cross opportunities, if necessary advise them who will be contacting them instead to discuss other roles. If they are no longer interested, consider referring them to another charity or a Volunteer Bureau (see Appendix 14).
- xxvi. If time is needed to decide if a volunteer is suitable, explain this, say when you will be back in touch with them. Discuss this with your volunteering adviser.
- xxvii. If the volunteer is interested in helping and is suitable, explain that the next step is taking up references and, if relevant for the role, a CRB Disclosure (see Stage 9).

Ask the volunteer for this information

- xviii. Get this information from the volunteer at the end of the meeting if they still want to volunteer:
- Check that referees can be approached immediately.
 - Ask if they are willing to attend British Red Cross training courses, such as Ideals in Action.
 - Where relevant, note the volunteer's driving licence number on their application.
 - Ask for their agreement that they will have a medical check, if necessary.

Tips

During the interview, questions asked should be relevant to the volunteer role. The interviewer should, if called upon, be able to explain why they are asking each question.

Choose your words carefully when talking to the volunteer about what they would be doing as a Red Cross volunteer. Use language that reinforces to the individual that they cannot assume they will definitely volunteer for the role. Avoid sentences such as, "you will be doing. . ." Better phrases include, "as a volunteer you would be doing. . ." or "our volunteers. . ."

Summary of appendices relevant to this stage:

- Appendix 1 Example volunteer role descriptions
Appendix 8 APEL form
Appendix 9 Suggested forms of ID
Appendix 10 Interview checklist
Appendix 11 Example interview questions
Appendix 13 Suggested referees
Appendix 14 Useful contact details
Appendix 15 British Red Cross equal opportunities statement

3.8 Stage 8

Getting references

Every point must be considered essential by the recruiter

- i. There are very good reasons why recruiters are responsible for obtaining references for the volunteers they have interviewed.
- ii. Recruiters are in the best position to relate a referee's comments to the discussion that took place in the interview. The recruiter has the sole advantage of being able to contact the referee and clarify issues that arose. Very useful information can be learnt first hand about the best ways to support and get the most from the relationship with the volunteer.
- iii. Volunteers cannot normally start helping until satisfactory written references are obtained. Interim verbal references may be obtained in some instances and in others, volunteers may be able to start helping if they have full supervision or are shadowing an appropriate person. Advice can be sought from your volunteering adviser.
- iv. References need to be sought as soon as possible after the informal interview. When it has been agreed that the individual will volunteer, this must be subject to references and Disclosures.
- v. Before references are taken up the volunteer should confirm that they are happy for you to approach the referees. This is in case the volunteer has not yet asked the named people whether they are willing to provide references.
- vi. A minimum of two written references are needed, but to speed up the process referees will complete a standard reference response form (see Appendix 16) where they just have to fill in the blanks, add comments and sign.
- vii. In shops, verbal references can be taken over the phone using the same reference response form (see Appendix 16). The form should then be posted to the referee for their approval and signature, marked clearly where the referee should sign and where they should send it back to.
- viii. If a volunteer has started volunteering following good verbal references but the written references are not satisfactory, please contact your volunteering adviser.
- ix. For written references post, fax or email each referee a standard letter asking for a reference (see Appendix 17) and a reference response form.
- x. Standard letter should include:
 - An introduction of who you are and who should be contacted if a reference cannot be given.
 - A request for a speedy response and ideally a deadline for the return of the form.

- If relevant, a line explaining that volunteer role gives access to vulnerable adults and children.
 - A request that the referees respond by post. Postal references are much preferred, but at the very least get a fax so that we have their signature on the form and if possible, a company stamp (emails are not acceptable unless the only available referees are overseas).
- xi. Include with the covering letter:
 - A reference response form.
 - The role description if there is one. If not, explain in the letter the nature of the work, skills and commitment required.
 - A freepost envelope (if possible).
 - xii. Keep the volunteer informed. Let them know if the references are taking some time to get, don't leave them in the dark or they'll lose interest. Explain delays and where possible enlist their help to chase referees.
 - xiii. Make a note of the date references were requested on the application control sheet (see Appendix 7) and make a diary date to call the referee after two or three days, to ensure they have received the details and are going to respond.
 - xiv. If one reference is good but you are unsure about the second, go back to the volunteer and explain that you have one satisfactory reference so far but that you need to contact a third referee. (If you have in your possession written references, you can discuss the content of the written reference with the volunteer if necessary.)
 - xv. When the references have been received, read through them and check that you are happy with them. If in any doubt about any comments, or if you need further clarification on any points, do call the referee and make a note of their comments.
 - xvi. As well as contacting the referee, advice can also be sought from the volunteering adviser.

Summary of appendices relevant to this stage:

- Appendix 15 Reference response form
- Appendix 16 Covering letter for written references
- Appendix 7 Application control sheet

3.9 Stage 9

Criminal Record Disclosures

Abbreviations:

CRB	Criminal Records Bureau
ROA	Rehabilitation of Offenders Act 1974
PNC	Police National Computer

- i. Previously, volunteers could obtain a Police check from their local Police station. Since April 2002 the Criminal Records Bureau (CRB) 'Disclosure' has replaced these and they are free of charge for volunteers.
- ii. Volunteering advisers (and human resources managers) will manage, and advise on the process of obtaining Disclosures. The recruiter will have an important part to play in the process by checking evidence of a volunteer's identity and logging it on the Disclosure application. They may also need to discuss details given in a Disclosure with the volunteer, and decide when and if they can start. Volunteers take part in the process by giving consent to the check and supplying the information requested by the CRB.
- iii. A number of organisations, such as Volunteer Bureaux, have registered with the CRB in order to obtain Disclosures. The British Red Cross has registered and only designated staff, who have been checked themselves, will access the CRB through the British Red Cross. Other registered bodies must not be used.
- iv. Speak to your volunteering adviser for the latest information on the timetable for obtaining Disclosures and which roles are priorities. Newly recruited volunteers will be the first to be checked and in time, so will existing volunteers.
- v. There are regulations on exactly who can obtain a Disclosure, how the records are kept and for how long. Volunteering advisers will store Disclosures according to strict CRB guidelines.
- vi. There are three levels of Disclosure, each representing a different level of check. Each British Red Cross volunteer role will be classified by whether or not a Disclosure is needed and if so, which level.
- vii. Disclosures should be applied for while references are being taken up.
- viii. Levels of Disclosure:
 - **Basic Disclosure** – will only contain details of convictions considered 'unspent' under the Rehabilitation of Offenders Act 1974 (ROA), held on the Police National Computer (PNC) and affords the individual the protection of the ROA Exceptions Order.
 - **Standard Disclosure** – contains details of all convictions held on the PNC including current and 'spent' convictions as well as details of any cautions, reprimands or final warnings. If a position involves working with children, this

Disclosure will indicate whether a person is unsuitable to work with children by referring to the government department lists, held by the Department of Health and the Department for Education and Skills.

- These are for positions exempted from the provisions of the ROA and are primarily for posts that involve working with children or regular contact with vulnerable adults.
- **Enhanced Disclosure** – this is the highest level of Disclosure and involves an additional level of check to those carried out for the Standard Disclosure. Local Police force records are checked and additional information will be supplied which might be relevant to the role the volunteer is being considered for. The volunteering adviser will receive this additional information; the volunteer will **not** get a copy. This information is completely confidential and there is a very strict confidentiality policy to follow, which the volunteering adviser will explain.
- These are for positions that involve a greater degree of contact with children or vulnerable adults. In general the type of work might involve regularly caring for, supervising, training or being in sole charge of such people.

ix. Who applies for the Disclosure?

- **The volunteer applies for a Basic Disclosure.** They are issued to volunteers, not the British Red Cross. Once obtained the volunteer should give the Disclosure to the recruiter who will then forward all the volunteer's details to the volunteering adviser as per Stage 10.
- Volunteers also apply for **Standard** and **Enhanced Disclosures**. The CRB will send the volunteer a form to sign as consent for the Disclosure. The volunteer will then pass this signed form to the person who asked them to apply (the recruiter). The recruiter should check the identity details on the form against the original documentation provided by the volunteer.
- The form should then be sent to the volunteering adviser with the volunteer's British Red Cross application details as per Stage 10. The volunteering adviser will then sign the form as a registered counter signature and send it to the CRB for processing.

x. The volunteering adviser will inform the recruiter of the information given in the Disclosure issued by the CRB. The recruiter will have to decide if and when the volunteer can start or if the disclosed information needs to be discussed with them.

xi. If the Disclosure affects the volunteer opportunities available, the recruiter will need to explain this to the volunteer. Advice can be sought from the volunteering adviser and it must be remembered that where additional information has been supplied under an Enhanced Disclosure, this information, or its existence, cannot be revealed to the volunteer under any circumstances.

xii. If a recruiter wants advice on whether or not a volunteer can start before a Disclosure has been obtained, they can contact the volunteering adviser in addition to undertaking their own risk assessment.

3.10 Stage 10

Processing the forms

Every point must be considered essential by the recruiter

Where do the forms go after the interview and references and before the volunteer starts?

Recruiter's tasks

- i. If a role requires a Disclosure the process of applying for one can begin whilst obtaining references. Disclosure application forms should be completed and signed by the volunteer and the recruiter should check the volunteer's proof of identity and log it on the Disclosure application (the acceptable forms of identification are given on the CRB form).
- ii. This process does not apply to occasional volunteers such as those who are solely recruited to collect during Red Cross Week and who have only completed the front page of the application form.
- iii. The recruiter should send the volunteering adviser the following:
 - **Copy** of the volunteer application form
 - **Original** completed and signed Disclosure application
(If required by the role)
 - **Copy** of the references once they have been received
(These can be sent to the volunteering adviser separately from the application form and Disclosure application if necessary.)

Volunteering adviser's tasks

- i. Double check the application form is complete and that the references are satisfactory.
- ii. Apply to the CRB for any Disclosure that is needed and when it has been received from the CRB check any information given against what the volunteer supplied during the application process.
- iii. Discuss the content of any Disclosure with the recruiter and advise as necessary.
- iv. Shred:
 - Copy of references
 - Copy of application form
- v. Files in secure storage:
 - CRB Disclosure (destroyed as confidential waste within six months unless the Care Standards Act allows 12 months).

Where does the completed new volunteer DPU form and the volunteer's photo go after the new volunteer information session?

Recruiter's tasks

- i. **The original** new volunteer DPU form with section A complete and one of the volunteer's photos go to the volunteering adviser (see Appendix 17).
- ii. All volunteer files will be held in the locally designated office. The recruiter should give or send the following details to the staff responsible for setting up the volunteer's personal file (this should be determined locally):
 - **Original** volunteer application form
 - **Original** references
 - **Original** interview notes made
 - **Original** service selection form (if one completed)
 - **Copy** of the new volunteer DPU form
 - **Second** photo
- iii. The recruiter keeps for their records a note of the volunteer's:
 - Contact details
 - Emergency contact details
 - Availability

Volunteering adviser's tasks

- i. Check the relevant sections of the new volunteer DPU form have been completed by the recruiter and volunteer.
- ii. Complete the volunteering adviser's part of the form about Disclosures - section B.
- iii. Send the form and photo to the Data Processing Unit for them to input and issue permanent ID.

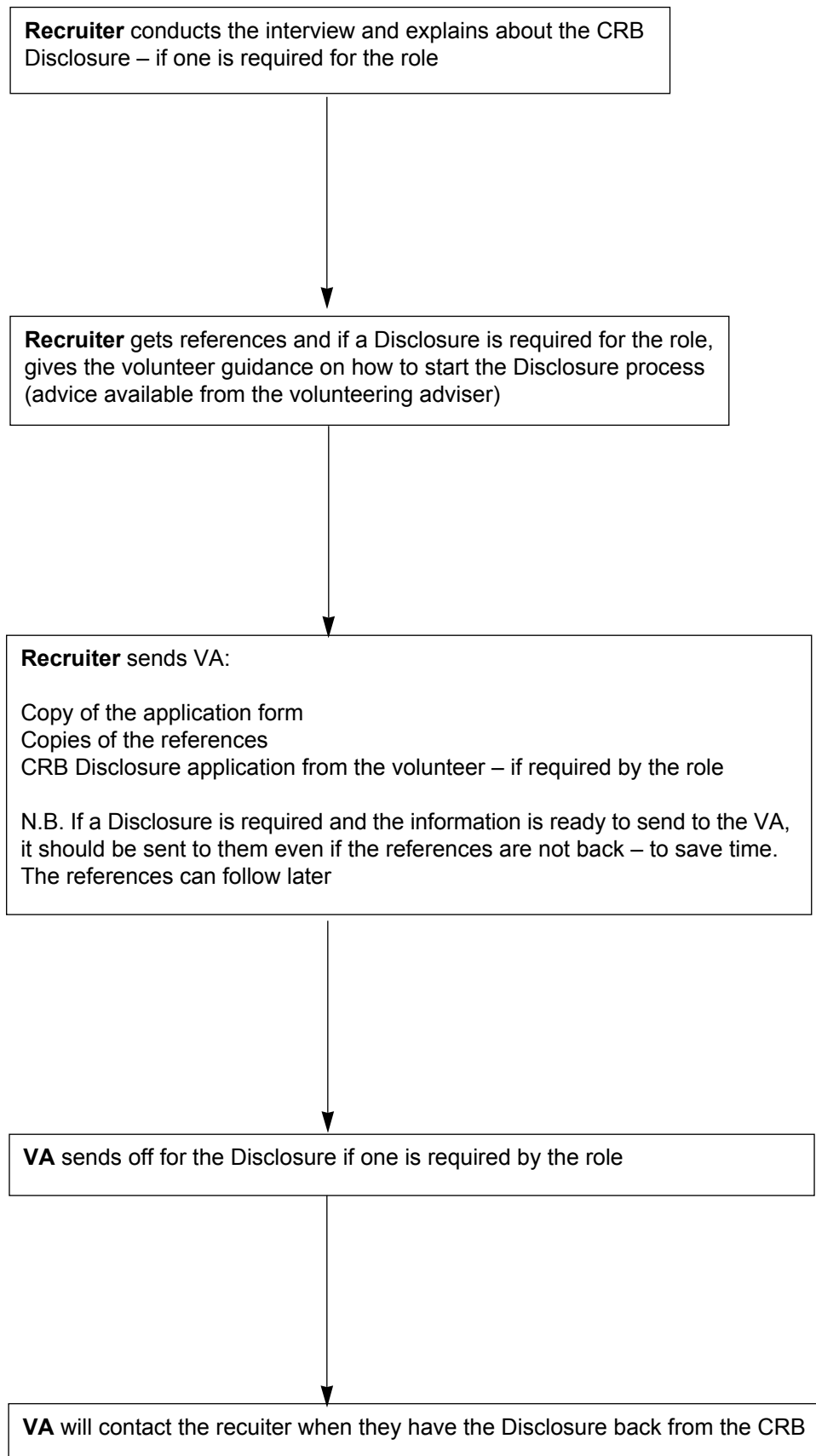
What does the DPU do with the new volunteer DPU form?

See Stage 11

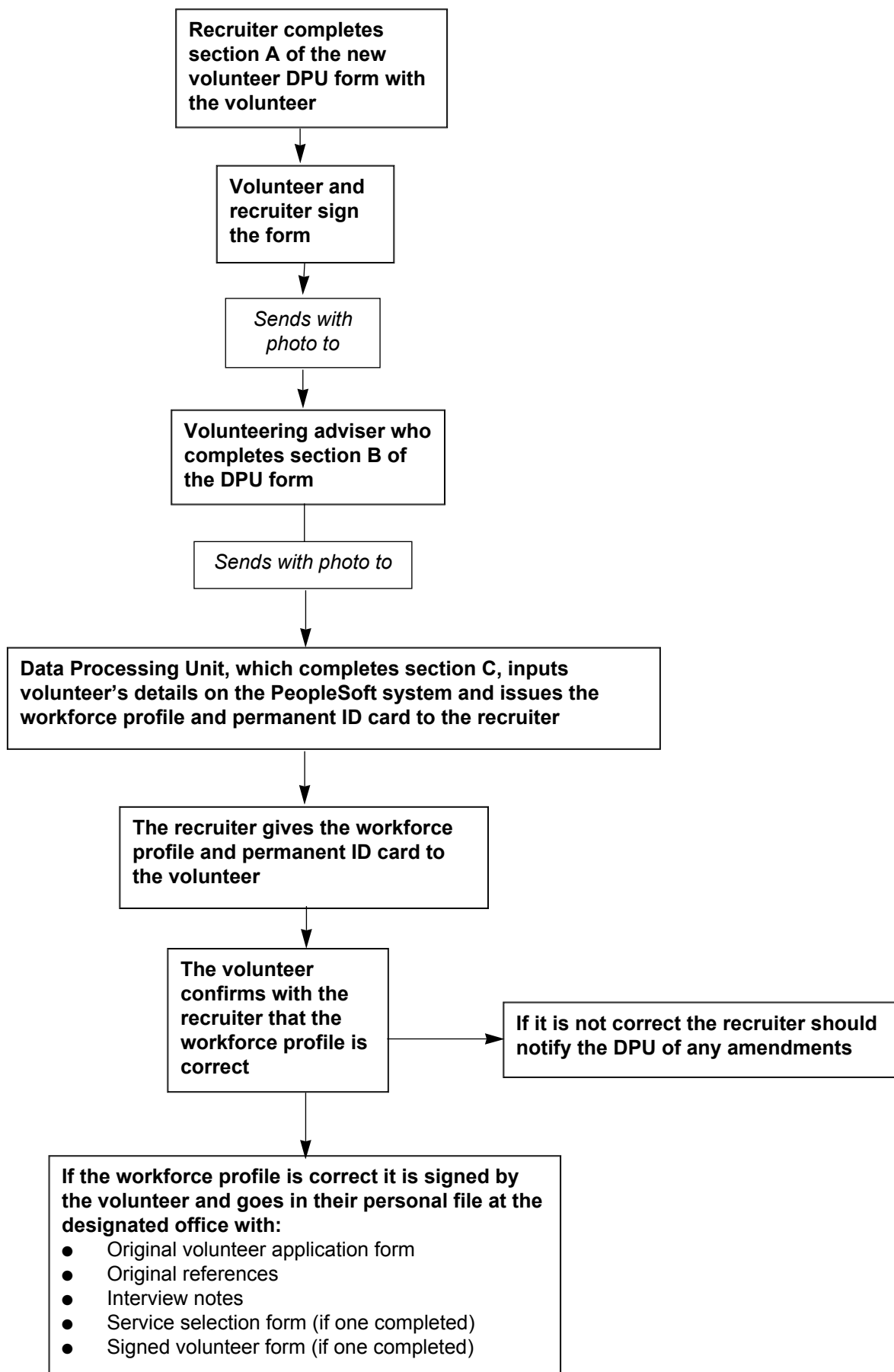
Summary of appendices relevant to this stage:

Appendix 17 New volunteer DPU form

What the Recruiter should do to process the forms after the interview



Processing the new volunteer DPU form after the new volunteer information session



3.11 Stage 11

Territory Data Processing Units

About the Data Processing Units (DPUs)

- i.
 - They have been created to improve data capture, quality and analysis, be cost effective and make update training much quicker and cheaper.
 - There are four DPUs at territory level, giving responsibility for data capture to the Territory director and human resource manager and facilitating local analysis.
 - They have sole responsibility for data processing and capture – inputting and amending volunteer and staff details on the Society’s HR database, which is called PeopleSoft.
 - They undertake data analysis and reporting.
 - They have links with the national HR systems team.
 - They supply managers with data for analysis.
 - They create a quality assurance data capture process.

Recording volunteers’ data

- ii. When a new volunteer joins the Society, the recruiter will record their details on a new volunteer DPU form. This form records all the information that is needed on the database. When the recruiter and volunteer have completed their section of the form it is sent to the volunteering adviser, who will complete a section and send it to their Territory DPU to enter on to the database.
- iii. The DPU requires a new volunteer DPU form for every new volunteer. The form has been designed because it is crucial that all the information needed for PeopleSoft is recorded accurately and is standard throughout the Society. Every question asked and every detail recorded is for a specific reason. The existing volunteer application form does not cover all the information needed, this is partly because some of the information is not known until the volunteer starts.

Registering volunteers

- iv. It is crucial that volunteers are registered on the Society’s database because:
 - We need to know who our volunteers are and how to contact them.
 - The Society must know and monitor how many volunteers it has and funders often ask how many volunteers we have and which activities they are involved in.
 - We must ensure that our recruitment practices are fair and that we are reaching as wide a section of the community as possible. We can only do this by monitoring the information on the database.
 - Analysing the database also helps us to recruit more volunteers, for example, by recording how people heard about our volunteering opportunities.
- v. Volunteers who are not registered on the database will not:
 - Be able to vote in the new governance elections. The result being they will not have their say on who represents them locally on their Volunteer Council and ultimately nationally, on the Board.

- Receive UK-wide and local information that keeps our volunteers informed about the Society and changes that take place.
- Receive Red Cross Life, the Society's magazine for volunteers and staff.

Workforce profiles and new permanent ID cards

- vi. The DPUs issue the volunteer's Workforce profiles and their permanent ID card. A Workforce profile is a print out from PeopleSoft, which summarises the volunteer's information on the database (See Appendix 19). The DPU sends the profile and ID card to the recruiter who passes them on to the volunteer. The recruiter will check the accuracy of the Workforce profile with the volunteer and if it is not correct will inform the DPU of the changes needed. The volunteer will sign their ID card immediately.
- vii. Permanent ID cards are issued for a three-year period as standard. Recruiters should notify the DPU if the ID card is to be valid for less than three years. The validity period of ID cards is at the discretion of the recruiter up to a maximum of three years.
- viii. The DPUs need to be advised when a volunteer's details change (e.g. when they change address, leave and have to stop volunteering) using the volunteer changes/leavers form (see Appendix 20).
- ix. The DPU will input new volunteer's details onto the system and will file the 'new volunteer DPU form' in accordance with Data Protection legislation or shred it.

When the DPU has registered a volunteer the recruiter needs to:

- x.
 - Give the volunteer their permanent ID card, which has their PeopleSoft ID number on it, and ask them to sign it immediately.
 - Ask the volunteer to check that their Workforce profile is correct. If it is not correct, the recruiter must inform the DPU of the amendments needed. If it is correct, the recruiter should ask the volunteer to sign it, to confirm that it is correct.
 - Ensure the signed Workforce profile goes in the volunteer's personal file. Under the Data Protection Act, personal information held about individuals has to be verified by the volunteer as accurate.

Summary of appendices relevant to this stage:

Appendix 18 Example Workforce profile
 Appendix 17 New volunteer DPU form
 Appendix 20 Volunteer changes/leavers form

3.12 Stage 12

Joining pack

- i. The following information should ideally be ready to give to the volunteer when they start helping:
 - *Volunteer Handbook* (see Appendix 21).
 - *Ideals in Action* booklet (see Appendix 22).
 - Role description.
 - Record of voluntary hours form (see Appendix 23).
 - Key contacts.
 - Volunteer expenses claim form (see Appendix 24).
 - Notable dates e.g. initial training dates, meeting dates, forthcoming events.
 - Relevant service/activity guidelines or policies.
 - Volunteer form and temporary ID card if needed (see Appendix 25).
 - Metal British Red Cross members badge.
 - Any items of work wear they need immediately (or information on how to get access to work wear if necessary).
- ii. Have ready for the induction:
 - New volunteer information session checklist (see Appendix 26).
 - Health and safety information.
 - New volunteer DPU form (see Appendix 18).

Summary of appendices relevant to this stage:

Appendix 18	New volunteer DPU form
Appendix 21	<i>Volunteer Handbook</i> cover
Appendix 22	<i>Ideals in Action</i> booklet cover
Appendix 23	Record of voluntary hours form
Appendix 24	Volunteer expenses claim form
Appendix 25	Volunteer form and temporary ID card
Appendix 26	New volunteer information session checklist

3.13 Stage 13

New volunteer information session

When

- i. The recruiter should ideally give this information to the volunteer when they start volunteering. It may be done in a 1-1 session with the volunteer or parts of it may be undertaken with a group of new volunteers. Consideration should be given to information that may need to be discussed individually, such as the personal information required on the DPU form.
- ii. Sessions should take place when the recruiter has obtained satisfactory references and been informed of any necessary Disclosure information by the volunteering adviser.

What you do

- iii. Have a chat with the volunteer and thank them for coming in. Make sure they know how much you value their help. Explain the plan for the day, or the time that they are volunteering. Discuss how they can help immediately, even if some aspects of the role cannot be undertaken yet, aim to remove any unnecessary barriers to a volunteer starting as soon as possible.
- iv. Go through the new volunteer information session checklist (see Appendix 26).
- v. Show the volunteer around, where they can find refreshments and toilets, how they get into the building, where they can get lunch etc.
- vi. If the person going through the information with the volunteer isn't their manager, the volunteer should be told who would normally provide their day to day support.
- vii. If the volunteer's manager is giving the induction they should explain the standard procedure of having a review date or probationary period for volunteering. Explain that it allows both parties to review how things are going and decide if the volunteer should continue in the role. It doesn't have to be a formal appraisal, but is a chance to discuss whether the role meets the volunteer's expectations and to check they are happy.
- viii. The date for the review should be set and can be noted on the application control sheet (see Appendix 7).
- ix. Introduce the volunteer to other staff and volunteers.
- x. Give a health and safety guided tour of any relevant premises, explaining any issues that they need to be aware of immediately (e.g. how to lift correctly).

- xi. Give the volunteer the joining pack and go through its contents with them. For example:
- Discuss their expenses and how frequently they may want to be reimbursed. Ask if they want to be refunded immediately for any out of pocket expenses for the photo, which will go on the permanent ID card.
 - Establish how they will claim their out of pocket expenses and which parts of the claim form they should complete and which parts, if any, will be completed by someone else, such as the coding.
 - Ensure the volunteer knows that they can ask for help completing the claim form or can complete it with someone.
 - In shops, the petty cash forms are used instead.
- xii. Go through the *Volunteer Handbook* and ensure the volunteer understands the Society's volunteer and other policies, for example, contact with the media.

PeopleSoft information

- xiii. A new form has been designed to record the data needed for PeopleSoft. The existing volunteer application form does not cover all the information needed and some of the information cannot be ascertained at the interview stage. Some of the information recorded is also sensitive and more appropriately recorded when a volunteer starts. Hence the form being completed **by the recruiter** with the volunteer, ideally in the volunteer's first day information session. The recruiter completes the form to make this as easy as possible for the volunteer and because they will need to explain what the questions mean and why the information is requested (see Appendix 18).
- xiv. It is crucial that all the necessary information is recorded accurately and that it is standard throughout the Society. Every question asked and every detail recorded is for a specific reason and needed for analysing the Society's volunteer data, studying trends and understanding our volunteers. In addition, we also need to ensure that letters are sent to the right people, that we have the correct emergency contacts and that we know if a volunteer is interested in helping with income generation.
- xv. Complete the new volunteer DPU form **with** the volunteer so that the reasons for asking the questions can be explained (see Appendix 18):
- Only complete the first section marked 'A' ensuring the volunteer signs it to confirm the information can be held on computer files. The volunteering adviser and DPU will complete the rest of this form in turn.
 - A copy of form goes to the locally designated office or where the volunteer personal files are kept and the original must go to the volunteering adviser.
 - The DPU will issue the PeopleSoft ID number on the volunteer's Workforce profile when they have inputted the data on the system.
- xvi. Take the volunteer's photo from them, sign on the back to confirm that it is them and send it to the volunteering adviser, who should pass it to the DPU, with the new volunteer DPU form.

- xvii. Ask the volunteer to sign the volunteer form and issue the temporary ID Card if temporary ID is needed (see Appendix 25). The temporary ID card will not be needed by every volunteer, but is given when it is needed until the permanent ID card is issued. The recruiter and the volunteer sign the temporary ID card.
- xviii. Give the volunteer a metal British Red Cross member's badge for them to keep. In addition, give them any items of work wear that they need immediately, or information on how to get access to items if they need them.

Summary of appendices relevant to this stage:

- Appendix 26 New volunteer information session checklist
- Appendix 7 Application control sheet
- Appendix 18 New volunteer DPU form
- Appendix 25 Volunteer form and temporary ID card

4.1 Appendix 1

Example volunteer role descriptions

British Red Cross

First aid volunteer role description

Detailed below is the range of tasks typically undertaken by volunteers helping us in this role. We appreciate that volunteer roles need to be tailored to the individual's abilities, so this is a guide. Previous experience of first aid is not a requirement, as all the necessary training will be given.

Title: First aid volunteer

Reporting to:

Assistant community service manager (ACSM) or service co-ordinator and the appropriate supervisor at an event.

Overall purpose:

To provide first aid services to those that need help at public events and to support the ambulance service in accordance with current first aid practice.

Time:

<Insert estimated number of hours, length of commitment, and flexibility.>

Typical tasks include:

- To assess a situation quickly and safely, and summon appropriate help.
- To protect casualties and others at the scene from possible danger.
- To identify, as far as possible, the injury or nature of the illness affecting a casualty.
- To give each casualty early and appropriate treatment, treating the most serious conditions first.
- To assist in the decision-making process for the transfer of the casualty to hospital or other appropriate location.
- To assist the casualty to make their own arrangements to leave the venue of the event.
- To remain with the casualty until the appropriate next level of care is available.
- To report observations to the person taking over the care of the casualty and to give further assistance if required.
- To follow British Red Cross Society (BRCS) procedures to avoid cross-infection between first aiders and casualties.
- To make a record of the care provided ensuring that client confidentiality is maintained and that this record is forwarded to the Branch in accordance with Branch instructions.
- To use only equipment authorised by BRCS and for which appropriate training has been received.
- To signpost service users to other BRCS services or agencies, where appropriate.
- To help other members of the team set up and dismantle first aid posts.
- To follow agreed health and safety instructions.

- To use communication equipment, if required, in accordance with the radio licence and BRCS guidelines, keeping appropriate records of use.
- To wear appropriate, approved clothing and carry a BRCS identification card.
- To keep up to date with developments and changes in first aid practice, policies and procedures.
- To uphold the Fundamental Principles of the Red Cross and Red Crescent Movement and to work within the Society's equal opportunities policy.

Qualities and skills we are looking for:

- The ability to communicate effectively.
- The ability to present information accurately and concisely.
- The ability to work independently, as well as part of a team.
- The ability to demonstrate good interpersonal skills including tact and diplomacy.
- Aged 16 years or above to personally deliver first aid in line with HSE publication *Event Safety at General Events*.
- Refer to the recruiter of first aid volunteers to discuss if any further age restrictions exist.

British Red Cross

Home from hospital volunteer role description

Title: Home from hospital volunteer

Reporting to: <Insert>

Overall purpose:

To support clients and their carers in the immediate hospital post-discharge period and for up to <insert> weeks according to need.

Time:

<Insert estimated number of hours, length of commitment, and flexibility.>

Typical tasks include:

- To assist the service user to settle at home after a stay in hospital. This may include practical support, (e.g. helping with meals, assisting with the mobility of the service user, shopping/collecting of pension or prescriptions) in addition to companionship and support.
- To deliver the service in line with British Red Cross service standards, policies and local service agreements.
- To help the service user to regain independence and the confidence to look after themselves.
- To participate in training and development programmes appropriate to the role.
- To keep and maintain accurate records.
- To treat all information given by service users and British Red Cross staff and volunteers as confidential.
- To work within the British Red Cross health and safety policy and to maintain a safe working environment at all times.
- To uphold the Fundamental Principles of the Red Cross and Red Crescent Movement and to work within the Society's equal opportunities policy.

Qualities and skills we are looking for:

- An awareness of the high standard of hygiene required within the home.
- An understanding of the needs of clients of different ages, differing physical needs and varying backgrounds.
- Good interpersonal skills, being able to communicate effectively with service users and other volunteers.
- The ability to work alone and unsupervised as required.
- Refer to the recruiter of home from hospital volunteers to discuss if any age restrictions exist.

British Red Cross

Shop volunteer role description

Detailed below is the range of tasks typically undertaken by volunteers helping us in this role. We appreciate that volunteer roles need to be tailored to the individual's abilities and the needs of the shop, so this is a guide.

Individuals may choose to undertake specific aspects of the role, for example, some volunteers may prefer to help with behind the scenes work like sorting donations, whilst others might prefer dealing more directly with customers, others still might feel their strength lies in creating attractive displays.

Title: Volunteer shop assistant

Reporting to: Shop manager

Overall purpose:

Every British Red Cross shop relies heavily on the help and support of a team of volunteers to make it run successfully. The volunteers work closely with the shop manager, who may also be a volunteer to raise vital funds to support the work of the British Red Cross.

Typical tasks include:

- Sorting sacks of clothes and other goods to decide what is suitable for sale.
- Measuring clothes and putting size and price tickets on them, using the guidelines given in the shop.
- Packing up or disposing of any goods which are not to be sold in the shop.
- Steaming clothes and hanging them on hangers.
- Putting stock out for display onto the shop floor.
- Removing unsold stock from display.
- Helping to keep the shop floor tidy and attractive.
- Providing assistance to customers in a welcoming and helpful manner.
- Serving customers at the tillpoint and dealing with payment transactions in accordance with shop procedures.
- Helping with the designing and creation of displays.
- Maintaining the stockroom.
- All volunteers need to ensure that they are aware of the Society's health and safety policy and responsibilities in order to maintain a safe working environment at all times.
- Learn and maintain a reasonable working knowledge of the work of the British Red Cross.
- To uphold the Fundamental Principles of the Red Cross and Red Crescent Movement and to work within the Society's equal opportunities policy.

Qualities and skills we are looking for:

No special qualifications or experience are needed to work in the shop, as any relevant training will be given. However, the following qualities and skills are important.

- An interest in the shop and an enthusiasm for raising money through its work.
- The ability to work as part of a team and get on with other volunteers and staff in the shop.
- Friendliness, patience and a commitment to providing a good quality service to customers.
- A commitment to equal opportunities and to treating all individuals visiting or working in the shop with respect.
- An ability and willingness to follow standard procedures (e.g. sizing and pricing policies).
- Reliability and punctuality.
- In many shops the ability to climb stairs is important, as many of the tasks are undertaken upstairs or downstairs – please check with the particular shop.
- To be confident in the handling of money if operating the till.
- Refer to the shop manager to discuss if any age restrictions exist.

British Red Cross

International tracing and message service volunteer role description

Detailed below is the range of tasks typically undertaken by volunteers helping us in this role. We appreciate that volunteer roles need to be tailored to individual's abilities and the needs of the service, so this is a guide.

It is important that all volunteers have a familiarity with the service, but they may choose to undertake specific aspects of the role. For example, some volunteers may prefer dealing with local archive and research work, others might prefer dealing more directly with clients, others still might feel their strength lies in promoting the service.

Title: International tracing and message service volunteer

Reporting to:

International tracing and message service manager or designated person.

Overall purpose:

To assist with the delivery of the British Red Cross international tracing and message service. This helps trace family members and relay family messages anywhere in the world where normal postal services and other communications have broken down due to armed conflict, political upheaval or natural disaster.

Time:

<Insert estimated number of hours, length of commitment, and flexibility. (E.g. due to the nature of the service, times of volunteering need to be variable, as agreed with the service manager. Volunteers may be asked to work in an evening or at weekends, as appropriate.)>

Typical tasks include:

- To initiate local enquiries for persons being traced, as directed by the service manager.
- To undertake local research to inform tracing cases, including liaison with community groups and others, and to undertake documentary research in local archives.
- To deliver Red Cross messages, as requested by the service manager.
- To assist clients with the completion of tracing, Red Cross message and attestation forms and to ensure their accuracy.
- To provide support, if required and under the direction of the service manager, to clients facing emotional distress in relation to the loss of contact with family members.
- To advise those persons requiring further assistance, beyond the international tracing and message service, of appropriate support agencies.

- To respect the confidentiality of clients at all times and remain responsive to their specific needs. To contribute to the protection of personal details and information, either learned directly from the client from other sources and to return all paperwork to the service manager relating to a case upon completion of investigations.
- To keep the service manager up to date on progress of enquiries and any difficulties encountered.
- To assist in the promotion of the service, such as through distributing promotional materials, giving presentations, media work etc.
- To attend on-going training.
- To uphold the Fundamental Principles of the Red Cross and Red Crescent Movement and to work within the Society's equal opportunities policy.

Qualities and skills we are looking for:

- Excellent communication skills, including proven listening skills.
- Attention to detail.
- The ability to work effectively with others.
- Experience of, or understanding of issues around, working with people of diverse backgrounds and ethnic origins.
- Knowledge of the local community, organisations and geography.
- An understanding and respect for confidentiality.
- Flexibility when undertaking diverse roles.
- An interest in current affairs.
- Dedication to service provision, particularly to the vulnerable.
- Language skills would be an advantage.
- Refer to the recruiter of international tracing and message service volunteers to discuss if any age restrictions exist.

British Red Cross

Transport and escort driver volunteer role description

Title: Volunteer transport and escort service driver

Reporting to: <Insert>

Overall purpose:

To enable people to undertake journeys who find it difficult or impossible to use public or private transport, either by driving the volunteer's own vehicle or a Society vehicle.

Time:

<Insert estimated number of hours, length of commitment, and flexibility.>

Typical tasks include:

- To deliver the service in line with British Red Cross service standards, policies and local service agreements.
- To convey passengers and escorts safely from their starting point to their final destination either in the British Red Cross vehicles or in the driver's own vehicle.
- To assist with the mobility of the passenger to and from the vehicle and from their starting point and destination, in line with current manual handling guidelines.
- To ensure that any equipment used during the journey (e.g. tail-lift, harnesses, clamps etc.) is used safely and in line with British Red Cross guidelines.
- To perform routine checks on the vehicle, recording information in the logbook and reporting any defects/incidents to the service manager immediately.
- To keep and maintain accurate records, including donation and statistical records.
- To participate in training and development programmes appropriate to the role.
- To treat all information given by service users and British Red Cross staff and volunteers as confidential.
- To work within the British Red Cross health and safety policy and to maintain a safe working environment at all times.
- To uphold the Fundamental Principles of the Red Cross and Red Crescent Movement and to work within the Society's equal opportunities policy

Qualities and skills we are looking for:

- Full driving licence.
- An understanding of the needs of clients of different ages, differing physical needs and varying backgrounds.
- Good interpersonal skills, being able to communicate effectively with service users and other volunteers.
- The ability to work as a team with other escorts and/or drivers as required.
- The ability to work alone and unsupervised as required.
- Refer to the recruiter of transport and escort service volunteers to discuss if any age restrictions exist.

4.2 Appendix 2

Volunteering enquiry form

Volunteering enquiry form

1. Initial enquiry:

Please print clearly and complete this form as fully as possible when dealing with an enquiry about volunteering.

Date of enquiry:

Enquirer's Name:

Contact Address:

.....

.....

.....

.....

Post Code:

Telephone Nos: Home
..... Work
..... Mobile

Email:

Are they interested in any particular service. If so what?

.....

.....

.....

How did they hear about us?

Call taken by:

Details passed/faxed to: Date:

Follow up done by: On

2. Follow up by relevant person:

Notes on action taken:

.....

.....

.....

.....

.....

.....

.....

Information sent:
(please list)

.....

.....

Volunteering enquiry form

An example of what could go on the back of the volunteering enquiry form.

As a guide for those dealing with volunteer enquiries, it summarises some of the opportunities available. You could adapt this to reflect your area.

	Tick
FIRST AID ➤ First aid cover at all types of events in local communities ➤ First aid courses for members of the public	
TRANSPORT AND ESCORT ➤ Assisting vulnerable people to make essential journeys either by car, Disabled Passenger Vehicle or public transport	
THERAPEUTIC CARE ➤ Gentle massage of hands, neck and shoulders to promote well being and release stress	
SHOPS ➤ Serving customers ➤ Care of shop environment ➤ Sorting and pricing goods ➤ Cash transactions ➤ Displays	
MEDICAL LOAN ➤ Offering the short term loan of equipment such as wheelchairs and other vital equipment	
FUNDRAISING ➤ Door to door collection and street collection during Red Cross Week ➤ Face painting ➤ Open garden scheme ➤ Selling tickets/raffle tickets ➤ Fundraising events	
OFFICE ➤ General office duties ➤ Data input ➤ Record maintenance	
OTHER	

4.3 Appendix 3

***Putting you in the Picture* booklet cover**



British Red Cross
Caring for people in crisis

Putting you in the picture



4.4 Appendix 4

Sample volunteer application form



British Red Cross

Caring for people in crisis

Sent by
..... Centre/Group/Project
For Branch use –
ID Number:

Volunteer Application Form

Thank you for applying to be a volunteer for The British Red Cross Society. We ask you to complete this application form because we need certain details that will enable us to make sure you are able to help in the work of the Society; and place you in the most suitable task.

Before completing this application form you should have read the British Red Cross volunteer welcome pack, which explains how you can help the British Red Cross to help people in need and crisis. If you have not seen this pack please ask your local Branch to send you one.

If you are applying to volunteer for a specific task please complete all sections of this application form, (including the Confidential Declaration Form). If you are unsure about any part of the form or have any queries about volunteering please contact the Recruitment and Training Manager – Volunteers (or appointed person) of your local Branch, who will help you in any way they can. You may leave unsigned the 'Acceptance' section and/or the Confidential Declaration Form, until you have met with someone from the Branch and had an informal interview for the task for which you are applying.

If you wish to volunteer for The British Red Cross Society on an occasional basis (e.g. Red Cross Week fundraising) please complete only the personal details section on this page.

Personal details

Title		Surname	
Forename(s)			
Home address		Business address (if applicable)	
Postcode		Postcode	
Telephone		Telephone	
May we contact you at home? Yes/No		May we contact you at work? Yes/No	
Date of birth			
Name of emergency contact		Relationship to you	
Address			
Day time telephone		Postcode Evening telephone	
Driving licence: Yes/No		Current endorsements: Yes/No	
		Car owner: Yes/No	

Please enclose two passport size photographs.

4.5 Appendix 5

Example covering letter for application form

28 December 2002

Dear

Volunteering for the British Red Cross

Thank you very much for your interest in volunteering for the British Red Cross Society.

I have enclosed some general information about our work, the important ways that volunteers help us and a volunteer application form.

If any of our volunteering opportunities appeal to you, please complete the application form **and** the service selection form indicating which service or activity you might be interested in and return them in the pre-paid envelope. If you would like help with the form, or would rather complete the form when you come in to talk about volunteering, please call me on the above number.

If you have any concerns about volunteering or coming in to speak with someone, please do call me.

The reference details on the application form can be completed later, if you would like to talk about whom you could use to vouch for you.

If there is anything I can help you with, please don't hesitate to contact me. Thanks again for considering helping us, volunteers are invaluable to us and we appreciate your interest very much.

Yours sincerely

4.6 Appendix 6

Service selection form

Service selection form

Please use this form if you have an idea of how you might like to help. If you are returning your application form please return this with it.

Name:

I am interested in volunteering in the following service/activity:

If you are interested in more than one area, please indicate order of preference by numbering the boxes.

- ☐ Fire victim support
- ☐ First aid duties
- ☐ Fundraising
- ☐ Home from hospital
- ☐ International tracing & message
- ☐ Medical loan
- ☐ Refugee services
- ☐ Shops
- ☐ Therapeutic care
- ☐ Transport and escort
- ☐ Other (please specify below)

.....

Your availability:

If you can help regularly, what time might you have available? (E.g. a morning a week, a few hours a week, a day a week, weekends, etc?)

.....
.....
.....
.....

Is there a set date when you would have to stop volunteering?
If yes, please indicate:

.....

4.7 Appendix 7

Application control sheet

Application control sheet

An optional form to help record the progress of a volunteer's application.

Applicant's name:

Address:

Control sheet started by:

Date:

(If applicable) passed to:

Date:

		YES	NO	DATE
Date application form received				
Volunteer opportunity(s) of primary interest identified as:				
Other activities/services interested in:				
Interview arranged with:				
In interview applicant agrees to Disclosure procedure, if relevant for the role(s)				
If a Disclosure is needed for the role start the process, speak to volunteering adviser if advice is needed				
Name of referees and date reference requested	1			
	2			
Name of referees and date reference received	1			
	2			
Both references acceptable				
If unsure of suitability of references speak to volunteer/ referee for more info as appropriate and/or talk to the volunteering adviser (VA)				
Copy of applicant's application form and any Disclosure application sent to volunteering adviser with references if available or when you have the references				
If Disclosure needed, VA will inform recruiter when they have received it and recruiter decides if volunteer can start				
New volunteer information session				
When the volunteer starts they are given:				
● Joining pack				
● Volunteer form/temporary ID (if needed)				
'New volunteer DPU form' completed by recruiter with volunteer to record information for PeopleSoft				
DPU Information and photo sent to VA				
Review date set				
Volunteer details given to locally designated office holding volunteer personal files				
Volunteer checked and signed workforce profile				
Perm ID card issued by recruiter and signed by volunteer				

Notes:

4.8 Appendix 8

APEL form

APEL INTERVIEW RECORD			
SERVICE APPROVAL PROCESS			
Pre-interview:	<ul style="list-style-type: none"> ■ Clarity of volunteer's role. ■ Mutual agreement of requirements of the role. ■ Formulation of questions. 		
Information gathering based on:	<ul style="list-style-type: none"> ■ Completed application form. ■ Other supporting evidence. ■ Response to interview questions. 		
Judgement based on:	<ul style="list-style-type: none"> ■ Evidence gathered matched to requirements of the role resulting in a decision. Yes – approval to deliver service (sign-off). No – identify development need or signpost elsewhere. 		
Name of volunteer:	Volunteer pin:	Name of interviewers:	
Area of service:	Branch:		
CHECKLIST (questions re: competence)		EVIDENCE (response to questions)	

CHECKLIST (questions re: competence)	EVIDENCE (response to questions)

NB Evidence should include:

- Completed interview record.
- Context in which relevant evidence was achieved.
- When it was achieved (it must be within the last five years unless otherwise stated for Health and Safety or other legislative reasons).

SKILLS GAP/DEVELOPMENT NEEDS	

AGREED ACTION	
Consider top up training, mentoring, coaching or shadowing	

Volunteer's name	_____	Signature	_____	Date	_____
Interviewer's name	_____	Signature	_____	Date	_____

4.9 Appendix 9

Suggested forms of identification

Suggested forms of identification

When interviewing a potential volunteer, particularly for roles working with vulnerable people, it is important to check the person's identity. This is good practice when recruiting volunteers and staff. It is recommended by the National Centre for Volunteering and helps the Society to protect those who use our services.

In some instances, for example, when recruiting potential volunteers who have recently arrived in the UK, some flexibility will be needed and checking ID may not be possible. In these cases, references from a community group may be more important and guidance can be sought from the volunteering adviser.

When arranging to meet the potential volunteer, they should be asked to bring one of the following forms of identification with them and the reasoning behind it should be explained.

An ideal form of ID is a current driving licence as this needs to be seen anyway for those considering driving as part of their volunteering. Photo ID is preferable.

The following list gives the most acceptable forms of ID, but in some cases flexibility may be needed. The ideal is something with a photo or signature on it.

Forms of ID:

- Driving licence
- Passport
- Social security book
- Job seekers book
- Utility bill
- Pension book
- Credit or bank card
- Credit card or bank statement
- Birth certificate
- Marriage certificate
- Fixed utility bill (e.g. gas, water)

4.10 Appendix 10

Interview checklist

Interview checklist

This checklist can be used whilst interviewing to ensure the main points are covered and that you have all the information that you need to move onto the next stage of the process.

Volunteer:

Date:

Recruiter:(names)

	To do	Tick ✓
1	Introductions and thank volunteer for interest/meeting.	
2	Explain the plan for the interview.	
3	Summarise the range of volunteer opportunities.	
4	Give basic details of the role(s) of most interest to the volunteer.	
5	Consider the age policy if relevant to the role(s) identified.	
6	Complete application form if not done or fill in gaps and ensure it is signed in all the relevant places including the Confidential Declaration.	
7	Find out what they want to get from volunteering, why they want to volunteer, their availability and the length of commitment they can make.	
8	Ask them questions about the role – either their experience and skills or how they feel they could fulfil the role.	
9	Start or continue to complete APEL if appropriate.	
10	Outline any training/methods that could be used to develop their skills.	
11	Ask about health issues and any support needs they may have that are relevant to the role.	
12	Ask if they have a criminal record, explaining that because of the vulnerable people we work with we ask about all spent and unspent convictions, cautions, reprimands and final warnings but that the person's situation and circumstances are considered individually.	
13	Ask them about their understanding of equal opportunities and discuss the Fundamental Principles.	
14	Check their ID if at all possible and record what you have seen, explain that it is standard to check ID (e.g. passport, driving licence, job seekers booklet/ID).	
15	Tell them about the expenses policy and insurance cover.	
16	If the application is going to be taken further get the details of at least two referees, people who know the volunteer well and can advise on suitability for the chosen role.	
17	Ask them if they have any further questions.	
18	Explain what will happen next and when they can expect to hear from you.	
19	Thank them again for taking the time to discuss volunteering for the BRC.	

4.11 Appendix 11

Example interview questions

Example interview questions

The following are suggestions. Those interviewing need to adapt questions for the volunteer role(s) being discussed.

Permission

- Are there any questions you have about this process before we begin?
- Is there anything I can do to make you more comfortable?

Explanation of why a meeting such as this is necessary

For example:

- Personal care.
- Trust.
- Confidentiality.
- Looking for people who have those qualities.
- Ensuring the British Red Cross can give the volunteer the opportunity they want.

General

- Why are you interested in volunteering?
- What attracted you to the Red Cross?
- Can you outline some things you understand the Red Cross does?
- Tell me about your previous experience of doing voluntary or paid work.
- Have you had experience of working for another charity? Can you describe what you did?

Role specific

- You've expressed an interest in volunteering for (first aid, home from hospital etc.) how did you here about this?
- Describe what interests you about this volunteer role and how you think you can help?
- What things do you think are important when working with the public?
- How would you feel if a member of the public complained to you about the service you were providing? What would you do?
- Tell me about your experience of being managed – did you get on with your supervisor? What was good? What was not so good? How did you deal with the issues you were not happy with?
- What experience do you have of working in a team? What are the important issues to consider in helping the team to work well?

Availability

- Have you thought about the time you can commit? How many hours? What days of the week? Is this fixed or flexible? Would you consider increasing your availability if the service needed it?
- When would you be able to start?
- If you were enjoying volunteering for us could you help indefinitely or do you have an end date in mind?

APEL

- Describe the process (Stage 5) and use the APEL form (Appendix 8) to determine if you have prior experience or learning. Discover what previous learning or experience can be considered. The answers to the previous questions about experience also help to decide the volunteer's level of experience.
- Question: In your application you list the following qualifications. Can you outline the main areas of study in each of those?

Equal opportunities

- One of the principles of the Red Cross is a respect for humanity and a commitment to neutrality in delivering its services. What do you these principles mean to you?
- What is your understanding of equal opportunities?
- What is your perception of equal opportunities in relation to this volunteer role?

Looking forward

- You may be required to undertake some training as part of this role, would you be happy to do this?
- If you could change anything in your present job/volunteer role, what would it be?
- What would a perfect relationship with your boss look like?
- If you were put in charge of a volunteer programme, what would you do first?

References

- As we will take up references, are the people you have listed in the application form aware you have suggested them?
- As the British Red Cross provides a service to vulnerable people, it may be necessary for us to check criminal records. We have an arrangement with the Criminal Records Bureau who can provide us with a break down of any offences for which you have been convicted. Would you be happy for us to obtain such a check? Naturally we would need your permission.

4.12 Appendix 12

Interviewing advice

Interviewing advice

Some recruiters may not have been involved in the volunteer recruitment process before, may have limited experience or may not have been actively involved for some considerable time. Therefore, it is hoped that these guidelines will provide you with some basic information in order to carry out a successful informal interview with a volunteer. Keep in mind best practise issues and give consideration to the various acts of law.

1. The aim of the informal interview is:

- a) To determine the potential volunteer's interests and abilities and their suitability for British Red Cross volunteer opportunities.
- b) To assist the potential volunteer to understand the nature of the roles, find out about the British Red Cross as a whole and how a new volunteer can make a difference.

2. Two-way process

- a) Interviews should be viewed as a two-way process. Every effort should be made to establish a rapport.
- b) The potential volunteer should do about 75% of the talking.
- c) Interviews must convey a positive but realistic picture of the organisation and the role.

3. Process

- a) Consideration must be given to candidates with special needs. This includes taking care to ensure that no discrimination occurs in respect of the physical layout of the interview room or access to it.
- b) Recruiters **MUST NOT** ask questions that are not relevant to the selection process, about:

- i) PERSONAL CIRCUMSTANCES

- ii) AGE IN RELATION TO THE UNDERTAKING

It is extremely unlikely that information on the following subjects would be relevant in the selection process.

- iii) RACIAL ORIGIN

- iv) MARITAL STATUS

- v) SEXUAL ORIENTATION

- c) When asking questions avoid:
 - i) Double questions
e.g. “What experience do you have of. . .**and** what would you do if. . .”
 - ii) Leading questions
e.g. “Would you agree that. . .”
 - iii) Really long questions
 - iv) Multiple choice questions
- d) Please remember that there are various pieces of legislation that impinge on the recruitment process. These are:

The Sex Discrimination Act
The Race Relations Act
The Disability Discrimination Act
The Rehabilitation of Offenders Act

as well as Codes of Practice issued by the Equal Opportunities Commission and the Commission for Racial Equality.

4. Finally

If you are in doubt about any aspect of the volunteer recruitment process you should seek advice from your volunteering adviser who will be happy to advise you.

4.13 Appendix 13

Suggested referees

Suggested referees

References are a fundamental feature of screening volunteers. Checking references provides the opportunity to verify the information that potential volunteers have supplied.

References do have their limitations but getting references from at least two people independent of the volunteer can often give very useful information.

References should be checked after volunteers have had their informal interview. Checking them beforehand may create false expectations for the potential volunteer. This information may impair the recruiter's capacity to assess the volunteer fairly. In addition, the informal interview may create specific questions that need to be put to referees.

Professional references

Referees who have known the person in a work capacity, paid or unpaid, are ideal, especially when provided by people who had, or have, direct and regular contact with the person. Ideally they should be people who have recently been in contact with the person and who have known them well and for as long as possible.

E.g.	Current employer	Employment adviser
	Previous employer	Tutor at college
	Volunteer co-ordinator	Teacher at school

Personal/character references

Someone who has known the person for some time, ideally over a year or two, who is in a position to speak about the person's character and general appropriateness for the role.

E.g.	Religious leaders	English teacher (for refugees)
	Probation officer	Case worker (for refugees)
	Key worker	Counsellor (for refugees)
	Support worker	Community group worker
	Housing officer	Community centre worker
	Community psychiatric nurse	

Getting references must be done **thoroughly** to gain real information.

Flexibility will be needed in many instances and advice should be sought from the volunteering adviser when needed. Identifying referees should not become a barrier to volunteering. Recruiters may have to take time with the volunteer to think creatively to get appropriate referees, and references can be sought from abroad.

Information given by referees must be dealt with **confidentially** and if a referee has given information in confidence, the information should not be revealed to the potential volunteer unless they seek access to the information we hold about them under the terms of the Data Protection Act.

4.14 Appendix 14

Useful contact details

Useful contact details

1. For people finding volunteer opportunities

www.vde.org.uk

Volunteer Development England is the main body representing Volunteer Bureaux (VB) in England. They are volunteer recruitment and advice centres. Also known as Volunteer Centres, Councils for Voluntary Service, Voluntary Action or Volunteer Development Agencies, they are a brilliant source of information and advice that can help people choose the right type of voluntary work for them.

There are more than 350 Volunteer Bureaux in England, plus networks in Wales, Scotland and Northern Ireland. This means that a local Volunteer Bureau serves almost every major town and city in the UK.

You can also look up your nearest volunteer bureau at this website, in the phone directory under 'V' or telephone Volunteer Development England on **0121 633 4555**.

www.thesite.org/do-it/

This site provides details of volunteering opportunities throughout the UK and is powered by a large on-line database of current vacancies. Do-It allows users to search by postcode, type of organisation and type of work. Members of the National Centre for Volunteering can register their volunteering opportunities on the site.

www.timebank.org.uk

This BBC-supported campaign gives you the opportunity to share your time and skills with your community. The site allows you to register your details in order to receive a list of organisations in your area that need help and which match your interests.

www.volunteering-wales.net

A website for people who want to find out about specific volunteering opportunities in Wales.

www.experiencecorps.co.uk

A website of a new company that has been set up to encourage and enable people aged 50 and over to volunteer and get involved in their communities.

www.millenniumvolunteers.gov.uk

Millennium Volunteers is a Government-funded initiative for young people. It encourages 16-24 year olds to volunteer, putting young people in touch with organisations which offer volunteering opportunities.

2. General information about volunteer management

www.volunteering.org.uk

The National Centre for Volunteering (England) – a fantastic resource covering everything you need to know about volunteering.

National Centre for Volunteering, Regents Wharf, 8 All Saints Street, London N1 9RL

Telephone: 020 7520 8900

Freephone Information Line: 0800 028 3304

Email: information@thecentre.org.uk

www.vds.org.uk

Volunteer Development Scotland houses one of the most comprehensive collections of reference material in Scotland on volunteering and related issues. Visitors to the library are welcome to view their collection of reference materials and consult their experienced information staff with specific queries.

Volunteer Development Scotland, Stirling Enterprise Park, Stirling FK7 7RP

Telephone: 01786 479593

Fax: 01786 449285

www.wcva.org.uk

Wales Council for Voluntary Action (WCVA) is the voice of the voluntary sector in Wales. They represent and campaign for voluntary organisations, volunteers and communities in Wales.

www.volunteering-ni.org

Volunteer Development Agency, 4th Floor, 58 Howard Street, Belfast, BT1 6PG.

Telephone: 028 90236100

Fax: 028 90237570

Email: info@volunteering-ni.org

Freephone 0800 052 2212 to contact a Volunteer Bureau in your area of Northern Ireland.

www.sandy-a.dircon.co.uk

Freelance management and training consultant for the voluntary sector, includes a page of up-to-date legal information for voluntary organisations.

www.energizeinc.com

The website of volunteer management trainer Susan Ellis.

www.egroups.com/community/UKVPMs

UKVPMs is a lively, friendly and participative networking and communication resource for all volunteer programme managers working in the UK.

3. Information about Criminal Records

www.crb.gov.uk

This website is very informative and contains all the relevant legislation as well as guides to working with ex-offenders that can be downloaded.

Criminal Records Bureau, PO Box 91 Liverpool, L69 2UH.
Telephone: 0870 90 90 811

www.disclosure.gov.uk

Provide a regulated 'one stop' service for England and Wales offering access to records held by the police, together with those held by the Department of Health (DoH) and the Department for Education and Skills (DfES).

www.disclosurescotland.co.uk

Disclosure Scotland is the source of data for disclosures in Scotland, which is part of the Scottish Criminal Records Office (SCRO). Information about the activities, and operations of Disclosure Scotland can be found on the website.

Disclosure Scotland helpline number: 0870 609 6006
Email: info@party.globalnet.co.uk

www.nacro.org.uk

NACRO (National Association for the Care and Resettlement of Offenders)
For England & Wales.

Freephone help line number: 0800 0181 259
Email: helpline@nacro.org.uk

www.sacro.org.uk

SACRO (Scottish Association for the Care and Resettlement of Offenders)

Helpline number: 0131 624 7270

NIACRO (Northern Ireland Association for the Care and Resettlement of Offenders)
Helpline number: 01232 320 157

4. Others

www.diversitychallenge.org

www.disability.gov.uk

www.dataprotection.gov.uk

www.refugeecouncil.org.uk

www.ncvo-vol.org.uk

4.15 Appendix 15
British Red Cross equal opportunities policy

British Red Cross equal opportunities policy

The British Red Cross will work to ensure equality of opportunity, and to enable all its volunteers, staff and delegates to achieve their full potential in carrying out their activities, in furtherance of our mission and objectives.

The British Red Cross acknowledges and respects the cultural and religious diversity that exists within the United Kingdom.

As a member of the International Red Cross and Red Crescent Movement the British Red Cross is committed to, and bound by, its Fundamental Principles:

- Humanity
- Impartiality
- Neutrality
- Independence
- Voluntary service
- Unity
- Universality

On the basis of those Principles, and in particular the Principles of Humanity, Unity and Impartiality the Society affirms that it will not tolerate:

- any unlawful acts of discrimination
- any form of harassment
- any unjustifiable acts of discrimination

on any grounds including: colour, race, nationality, ethnic or national origin, sex, marital or parental status, sexual orientation, disability, religious beliefs, social class or age.

Any breach of this policy will be subject to the Society's disciplinary and grievance procedures.

Every possible step will be taken to ensure that each individual is treated equally and fairly and that decisions on recruitment, selection, promotion and career/personal development is based solely on job/task related objective criteria.

It is acknowledged that, given the many different contexts in which the Red Cross operates internationally, there will be occasions when the application of equal opportunities may be constrained in practice. Careful consideration will be given before any limiting conditions are applied and these must be clearly *justifiable* and based solely on operational realities. Otherwise the principle of equality of opportunity will be respected and applied.

The British Red Cross recognises that promoting equal opportunities involves removing bias from existing policies, procedures and practices, recognising past imbalances, and taking steps to reduce the effects of previous discrimination in order to ensure equal access to employment, volunteering and services.

The British Red Cross is committed to developing a programme of action to promote diversity and equality, to monitoring and reviewing our achievements in this area, and to sharing this information with volunteers, staff and delegates.

The British Red Cross believes that by drawing on and valuing diversity, the Society will be enriched, and its ability to provide assistance to people in need will be strengthened.

4.16 Appendix 16
Reference response form

Volunteer Reference Form

Private and confidential

This form is for you to complete as a reference for

If you are not willing to supply a reference please call
in strict confidence on so that we can note this and not await your
reply.

1. How do you know the applicant?

☐ current employee ☐ ex-employee ☐ friend ☐ colleague ☐ ex-volunteer
(Please tick)

☐ client ☐ other (please detail)

2. How long have you known the applicant?

3. If you were/are their employer, please give dates of employment:

4a. Are you still in contact with them? ☐ yes ☐ no

4b. If no, when were you last in contact with them:

5. How would you describe the applicant's reliability?

6. How would you describe the applicant's trustworthiness?

7. What are your comments on their suitability for this type of volunteering?

8. What are the applicant's strengths/weaknesses as you see them in relation to the volunteer role described?

.....

.....

.....

.....

9. Are you aware of any support needs or health issues the applicant has which may require consideration? ☐ yes ☐ no

If yes, please give any details that you can below:

.....

.....

.....

.....

.....

.....

.....

.....

10. If applicable, would you re-employ this person or have them volunteering for your organisation again?

☐ yes ☐ no ☐ not applicable

11. Please use the space below to add any further comments that you think might be helpful to us.

.....

.....

.....

.....

.....

.....

.....

.....

.....

Your name:..... **Job title:**

(If applicable)

Signature..... **Date**.....

Thank you for taking the time to complete this reference. The information you have provided will be stored securely in accordance with the Data Protection Act.

4.17 Appendix 17

Example covering letter for written reference form

28 April 2002

Dear

Reference for xx

I would really appreciate it if you could provide a reference for the above named person who has given your name as a referee and given me permission to contact you. They have applied to volunteer for the British Red Cross.

We are sure that you will appreciate that we take our responsibilities very seriously. By asking for a reference from you we are merely wishing to ensure that we are acting in a responsible way towards those people with whom we work, both as clients and volunteers.

I have enclosed a copy of the role description, which outlines the nature of the tasks that we will be expecting the individual to carry out. Your comments and opinion on the individual's suitability in relation to carrying out these tasks would be very much appreciated.

<Optional line: When considering this individual's suitability, please remember that this particular volunteer role does give them access to vulnerable adults and children.>

If you would rather speak over the phone, or if you have any questions please don't hesitate to contact me on the above number.

It would be an enormous help if you could complete the enclosed form as soon as possible and send it back to me using the pre-paid envelope or by faxing it back to me on: xxx
xxxxxx.

XX hopes to start volunteering as soon as possible so I hope that you will be able to respond as soon as you can.

Thank you very much for your support.

Yours sincerely

4.18 Appendix 18

New volunteer DPU form

The British Red Cross Society – New Starter Form for Volunteers
PLEASE PRINT CLEARLY

SECTION A – TO BE COMPLETED BY THE RECRUITER WITH THE VOLUNTEER

This information will be held confidentially on the Society's HR Database in accordance with the Data Protection Act.
Your personal information is important to us for insurance purposes, profiling our volunteer base and to monitor that we are fair and open to all.

Could the volunteer already be registered on PeopleSoft? Yes ☐ No ☐ (through previous voluntary work or as an employee)

If yes, please provide details here

First Date of Volunteering:
(enter Day, Month, Year)

.. / .. /

Surname:

Forename(s):

Preferred name/
known as:

Title:
(Mr, Mrs etc)

Home address
Line 1:

Home address
Line 2:

Home address
Line 3:

Town/city:

County:

Postcode:

Does the volunteer want to receive Red Cross Life magazine? Yes ☐ No ☐

Referral Source:

Advertisement: ☐

Current volunteer/employee ☐

Recruitment day: ☐

TV/radio: ☐

Red Cross
website ☐

Volunteer bureau: ☐

Walk-in: ☐

Other: ☐

Please be more specific
about your referral source:

Home
phone:

Mobile
phone:

Other
phone:

Gender:

Male ☐

Female ☐

Date of birth:

.. / .. /

Country of birth:

Ethnic group (please tick) This information is needed to help us ensure our recruitment is reaching as wide a section of the community as possible.

Bangladeshi ☐

Black African ☐

Black Caribbean ☐

Black Other ☐

Chinese ☐

Indian ☐

Pakistani ☐

Irish ☐

White ☐

Other ☐

Do you consider yourself to be disabled? Yes ☐ No ☐

SERVICE DETAILS

What is the main service/role the volunteer
will be providing?(eg First aid)

Which Red Cross Branch will the
volunteer belong to?

Which location will the volunteer
belong to? (eg Hyde Centre)

Please tick the most appropriate classification for the volunteer below:

Regular Volunteer ☐
(regular, ongoing support
throughout the year.)

Occasional Volunteer ☐
(irregular, time limited help
during the year, eg Red Cross Week)

Link Group ☐
(Retired volunteers who wish to stay in
touch and may help with fundraising)

Will the volunteer be providing any additional services/roles? If so, please note the details below:

Service/ Role: Location of Service: Start date:

Service/ Role: Location of Service: Start date:

Availability

Is the volunteer available to
be called upon during an Emergency?

Yes ☐

No ☐

Is the volunteer available to
help during Red Cross Week?

Yes ☐

No ☐

Emergency contact

Name: Relationship:

Same Address/Phone as the volunteer?

Yes ☐

No ☐

If no, please complete the following:

Address Line 1:

Address Line 2:

Address Line 3:

Town/ City: County: Postcode:

Phone No(s):

Volunteer's signature: Recruiting Manager's Signature & Printed Name:

Address of Recruiting Manager:
(The volunteers ID Card will be
returned to this address)

Please confirm that a
Passport sized photo is
enclosed for their ID card

☐

Please specify the date
that the ID card should
expire (if less than 3 years)

If the volunteer is required to drive a
Society vehicle, please enclose a copy
of their Driving Licence

☐

SECTION B – TO BE COMPLETED BY THE VOLUNTEERING ADVISER

Name of Vol. Adviser: Area:

Has the volunteer signed the confidential declaration? Yes ☐ No ☐ Is a CRB check required? Yes ☐ No ☐

Level of disclosure:
Standard ☐ Enhanced ☐

Date Disclosure
requested:

Date of
Disclosure:

SECTION C – TO BE COMPLETED BY THE DATA PROCESSING UNIT

Date received: Date ID card issued: Workforce ID No:

4.19 Appendix 19

Example Workforce profile

Example Work Force Profile

Workforce Profile

Workforce Id : 020068977

Page: 1 of 1
Run Date: 10-May-2002
Run Time: 11:53:21

Personal Details

Johnathon Doe

Known As : Johnny
Date of Birth : 04-Mar-1977 Age : 25
Marital Status : Single
Classification : Regular Volunteer
Sex : Male
Mail Status : All Mail
Address : 11 Test House, Example Way, London, Greater London, SE24 7YU
Telephone No. : 0208 876 6789

Current Service Details

Key Service Provided

Jobcode : First Aid Service Hire Date : 02-May-2002
Job Title : First Aid Service
Branch : London-Volunteers Length of Service : 0 years, 0 months
Location : London Branch ID Card Renewal Dt :

Volunteer Activities - Current Service Details

Service	Start Date	Location
Activities for Disabled	02-May-2002	London Branch
Fire Victim Support Service	02-May-2002	London Branch
First Aid Service	02-May-2002	London Branch

Training History:

Course Code	Course Description	Start Date	End Date	Refresher
SE-FA	Competence Based Std First Aid	04-May-2002	04-May-2002	N
SE-HS	Health and Safety Awareness	03-May-2002	03-May-2002	N

Licences/Certificate Details:

Certificate	Issue Date	Expiry Date	Licence No.	Verified
Competence Based Std First Aid	04-May-2002	03-May-2005	100082311	N
Health and Safety Awareness	03-May-2002	02-May-2005		N

Honour and Award History:

Honour/Award	Grantor/Badge Number	Issue Date
--------------	----------------------	------------

Emergency Contacts:

Contact Name	Primary Contact	Phone Type	Phone Number	Address
Gillian Danes	Y	Main	0208 876 6789	11 Test House, Example Way, London, Greater London, SE24 7YU
		Mobile	098776 541 231	
Robert Doe	N	Main	0207 657 8772	99 Hello There Road, Example, Sample, London, Greater London,
		Mobile	09998 777 6666	

General Comments:

Comments Date	Comments By	Comments
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CONFIDENTIAL: BRCS data for internal use only.

4.20 Appendix 20
Volunteer changes/leavers form

The British Red Cross Society - Changes/Leavers Form for Volunteers
PLEASE PRINT CLEARLY – TO BE COMPLETED BY THE MANAGER OF THE VOLUNTEER

Name of the
Volunteer:

ID No:
(if known)

Type of Change (please tick)

Change of Personal Data

☐

(Address, telephone number, name, marital status etc)

Change of Mailing Preferences

☐

Change of Voluntary Service Provided

☐

(Taking on additional an additional voluntary activity,
stopping a particular activity, changing primary activity etc)

Transfer of Branch or Location

☐

Change of Emergency Contact Data

☐

Renewed or Replacement ID Card Issued
Please ensure that you **clearly specify** the date
that the ID card will expire below).

☐

Leaving the Red Cross

(please ensure **page 2** is completed)

☐

Other

(please specify below)

☐

From what date should the above take effect?
(enter day, month, year)

Please provide specific details of the change here

Reason for Leaving *(please tick)*

- | | | | |
|--|--------------------------|---|--------------------------|
| Role wasn't as volunteer anticipated | <input type="checkbox"/> | Not enough work to keep the volunteer busy | <input type="checkbox"/> |
| Didn't feel valued
<i>(Could be by Manager, Service, Red Cross)</i> | <input type="checkbox"/> | Didn't feel supported
<i>(Could be by Manager, Service, Red Cross)</i> | <input type="checkbox"/> |
| Shop/Centre/Branch closed | <input type="checkbox"/> | Service, activity, project stopped | <input type="checkbox"/> |
| Change in personal circumstances | <input type="checkbox"/> | Volunteer re-located | <input type="checkbox"/> |
| Reached maximum age | <input type="checkbox"/> | Health changed | <input type="checkbox"/> |
| Red Cross stopped the volunteering | <input type="checkbox"/> | Took up paid employment | <input type="checkbox"/> |
| Chose to give more time to other Charities | <input type="checkbox"/> | Deceased | <input type="checkbox"/> |
| Travel difficulties | <input type="checkbox"/> | Unknown | <input type="checkbox"/> |

Other

☐

If other, please specify:

Has Society property been returned?

ID Card Returned ☐ Workwear Returned *(if appropriate)* ☐ Keys Returned *(if appropriate)* ☐

Other:
(Please specify)

Additional comments:

Form completed by:
(PRINT NAME)

Job Title:

Signature of the
Volunteers Manager

Date:

Telephone Number:

Email
Address:

4.21 Appendix 21
***Volunteer's Handbook* cover**

Volunteer's handbook



4.22 Appendix 22
***Ideals in Action* booklet cover**



British Red Cross

Caring for people in crisis

Ideals in action



The role of the Red Cross
and Red Crescent worldwide



4.23 Appendix 23

Record of voluntary hours form

**British Red Cross Society
Record of voluntary hours**

Personal record of hours to be completed by volunteers.

This is an important document. It records all the hours you donate to help us. It should be completed to record your voluntary service, including when you attend training courses or are on standby. It will allow us to gather important statistical information about the help that we give to the community and to recognise your contribution to the British Red Cross.

Name:

Location:

Main service/activity:

Period covered by form:

Date	Volunteering activity	Number of hours given		
		Main activity/ service	Second activity /service	Training undertaken
Examples	Red Cross World Induction			6
	First Aid	6		
	Transport and escort		3	
<u>Totals to be carried over to reverse</u>				

Date	Volunteering activity	Number of hours given		
		Main activity/ service	Second activity /service	Training undertaken
Total brought forward				

Volunteer’s signature:

Date:

4.24 Appendix 24
Volunteer expenses claim form

STAFF & VOLUNTEER EXPENSE CLAIM FORM

TAX YEAR

VOUCHER NO.	
-------------	--

for TPU/SPU completion)

STAFF

VOLUNTEER

DATE OF CLAIM	
---------------	--

VENDOR NO.	
-------------------	--

(please complete if known)

[illegible]

DATE	TOTAL HOURS ON DUTY	MILEAGE	MILEAGE RATE	ITEMS OF EXPENSE (with relevant details)	FUND	LOCATION NUMBER	DEPT. CODE	ACCOUNT CODE	PC BUSINESS UNIT	PROJECT ID	ACT. ID	SERV.	AMOUNT £	VAT AMOUNT £	NET AMOUNT £
TOTAL MILEAGE (This Claim)			SUB TOTAL												
CUM. MILEAGE THIS TAX YEAR			CONTINUATION SHEET (if applicable)												
MILEAGE CARRIED FORWARD			TOTAL CLAIM £												

CAR ENGINE SIZE	SOCIETY / PRIVATE
CAR TYPE	DIESEL / PETROL

Delete as appropriate

Signature of Claimant..... Date.....

4.25 Appendix 25
Sample volunteer form and temporary ID card



British Red Cross

Caring for people in crisis

For Branch use –
ID Number:

Volunteer Form

I, Mr/Mrs/Miss/Ms wish to volunteer	
with The British Red Cross Society for the Branch/Centre for the task detailed below. I shall consult with the Recruitment and Training Manager – Volunteers/Centre Organiser or appointed person before undertaking major additional tasks. I agree the provisions of the Volunteer Charter as set out overleaf. I accept that there is no intention between us to create legal relations and that this document reflects the hopes and expectations of us both and does not create any contractual obligations. Furthermore, I do accept that in undertaking tasks as a volunteer I am not an employee of the Society.	
Signed	Dated
Task One	
Signed (Volunteer)	Date
Signed (Appointed Person)	Date
Task Two	
Signed (Volunteer)	Date
Signed (Appointed Person)	Date
Task Three	
Signed (Volunteer)	Date
Signed (Appointed Person)	Date



British Red Cross

Caring for people in crisis

Temporary volunteer identity card

Name	Branch	
Signed (Volunteer)	Signed (Authorising Officer)	Valid Until
This card enables this volunteer to undertake certain tasks on behalf of The British Red Cross Society, pending a permanent identity card being issued. Any queries please contact the Branch.		

4.26 Appendix 26
New volunteer information session checklist

New volunteer information session checklist

Name of volunteer

Address

.....

Telephone

Volunteer role(s)

Date of meeting

- ☐ Fundamental Principles
- ☐ Equal opportunities
- ☐ Service/activity explained
- ☐ Role description discussed
- ☐ Work wear
- ☐ Training/learning
- ☐ *Ideals in Action*
- ☐ Fundraising/Red Cross Week
- ☐ Insurance cover
- ☐ Out of pocket expenses
- ☐ Absence

- ☐ Health and safety
- ☐ Local information
- ☐ Induction/child protection
- ☐ Awards
- ☐ *Red Cross Life*/newsletter
- ☐ Media policy
- ☐ Volunteering policy
- ☐ Temporary ID card (if needed)
- ☐ Volunteers joining pack
- ☐ Fire procedures
- ☐ Review date

Refer to the *Volunteer's Handbook* for more information

Notes made at meeting:

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Signature Date