

MAKING
THE RIGHT
CHOICE



**Guidelines
on Selecting
volunteers**

ANGELA WHITCHER



The Volunteer Centre UK is most grateful to the Voluntary Service Unit of the Home Office, whose generosity made this publication possible.

The author expresses her thanks to colleagues at the Centre and the Home office for their support in the production of this leaflet — and to her secretary, Shirley Mathews, who cheerfully coped with the dramas which accompany every publication.

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WHY SELECT VOLUNTEERS? People volunteer for a variety of reasons — to gain work experience, to contribute to society, to meet people, to gain confidence, to broaden life skills, and many others. So those who are recruiting volunteers need to ensure that they are placed in appropriate work. These placements must be in the best interests both of the volunteer and of the people with whom they will be working.

Different agencies will have different priorities. Some agencies will put the interests of their volunteers before those of their “clients”, some those of the clients before those of volunteers, whilst others will try to juggle both sets of needs. Whichever approach you choose, it should be thoroughly discussed with your agency and management group, and everyone responsible for recruitment should understand the policy and put it into practice.

It is quite likely that, through training and discussion, interviewers will become aware that they harbour

some unfounded prejudices, particularly towards people who are gay, physically or mentally handicapped, and mentally ill. These prejudices must be recognised and overcome, if voluntary work is truly to be available to everyone.

However, not everyone who comes forward to volunteer will necessarily be suitable for the particular work they have applied to do. No-one likes to be turned down for paid employment — but being turned down for voluntary work is even tougher! Those responsible for recruiting and placing volunteers must therefore learn tactful ways of rejecting candidates, by carefully explaining their reasons and, if possible, referring the volunteer to another, more appropriate agency. Do this only if you are certain they will be suitable for that agency's needs. A skilled interviewer can help the volunteer feel positive about the interview, even though he or she may come away with an entirely different plan of action from the one they had originally intended to follow.

PRINCIPLES OF RECRUITMENT

THE RECRUITMENT OF VOLUNTEERS must be *careful* and *consistent*. All applicants should be treated on the same basis. Although we do not always realise it, most of us have a bias in favour of applicants with the same backgrounds as ourselves — people with the same colour of skin, from the same neighbourhood and class. For this reason, everyone involved in recruiting volunteers should undertake equal opportunities training.

An equal opportunities policy is not, as many people think, concerned solely

with issues of race. It should also include our attitudes to age, gender, disability, sexuality and religion — and, increasingly, our attitudes to people with AIDS (the World Health Organisation estimates that, by 1991, everyone in the USA will know someone with AIDS). We must be aware of our prejudices and strive to overcome them, which is best done through training and discussion. For example, gay men often encounter prejudice when there is a question of access to children — but there are no grounds for this whatsoever. The

interviewers' personal efforts need to be reinforced by a clear statement of their organisation's policy on equal opportunities, and regular reviews of how this is working out in practice. If you claim to provide equal opportunities, you must ensure that you do so.

Other agency policies can have implications for recruitment. For instance, you will automatically deprive certain groups of people of the

basic right to volunteer if you do not pay out-of-pocket expenses, if your office is not accessible by public transport, and if the only way to contact you is via the telephone.

To sum up then, your recruitment should be based on agreed procedures, which might be listed in a statement of recruitment policy. This policy should be agreed by your committee and implemented by your workers, both paid and unpaid.

Checklist for a Recruitment Policy

The policy needs to:

- state whose interests are paramount — the volunteers' or the clients'
- describe how and where opportunities to volunteer are to be publicised, to ensure that no groups of people are excluded because of inappropriate or inadequate advertising
- state that no one will be excluded solely on the grounds of social class, race, sexuality and gender, and describe how this will be monitored
- state that job descriptions and person specifications will be used as a recruitment aid by all interviewers, and that decisions to appoint or reject a volunteer will be based on the person specification
- state that interviews will be conducted only by those who agree to adhere to the policy guidelines
- state whether it is agency policy to take up references
- state whose responsibility it is to take up references
- identify the staff member who has ultimate responsibility for accepting or rejecting volunteers, and who must give the reasons for rejection
- state whether, and in what circumstances, further checks will be made
- state whether an application form needs to be completed, and if so, when
- confirm that volunteers will be given continuing support, and describe what form this support will take

APPLICATION FORMS

IT IS A GOOD IDEA to ask candidates to complete an application form — preferably before the interview. By allowing time for them to complete the form at home, you can save the candidates embarrassment by giving them an opportunity to consider the questions and to decide whether or not they wish to pursue their application after all. However, whether the form is completed before, during, or after the interview is a policy decision that should be based on local experience. Where literacy levels are low, it may be best for the agency to complete the form for the volunteer. In any event, you should explain why you are asking the questions, some of which may at first sight cause alarm or offence. Take care over the design of your application form (Appendix C gives some samples). For many potential volunteers, filling it in will be the first contact they have with your organisation, so make sure that they get a positive impression. Monitor the use of the form and do not be afraid to modify it if necessary.

An application form serves two essential functions:

- it provides information needed by the deploying agency — name, address, phone number — and details of the circumstances limiting a person's involvement — time available, physical and mental health, disabilities and so on;
- it is a record of the volunteer's informed consent to further specified checks — references, screening, etc — and to information being passed on in certain circumstances (see note on

confidentiality below).

For volunteers who will be handling money or working with vulnerable groups — for example, children, mentally-handicapped people and the frail elderly — the application form should also contain:

- a declaration of any criminal record. For people involved in work of this nature, the Rehabilitation of Offenders Act does not usually apply; hence they must declare 'spent' offences. The Home Office advises that this condition should be applied to volunteers in all circumstances where it would also apply to paid staff. Please see Appendix A.

The disclosure by a potential volunteer of a criminal record does *not* automatically exclude him or her from participation in voluntary activities. Voluntary work can provide an ex-offender with an invaluable opportunity to regain lost self-respect. It is therefore essential that the interviewer, when faced with this situation, should employ great tact when obtaining the necessary facts. It could be perfectly appropriate for someone disclosing details of a conviction for fraud to be placed as a volunteer driver, whereas it may be inappropriate to place as a volunteer youth worker someone with a conviction for a drugs offence. With careful selection and continuing support, volunteer opportunities may be found for most people. If you are worried, ask the applicant for permission to discuss possible placements with his or her probation officer, social worker or any other professional who knows them.

INTERVIEWS

IT IS GOOD PRACTICE for all volunteers to have personal contact with the agency for which they will be working before they make contact with clients. Interviews are particularly important in this respect, as they can reveal personal attitudes and impressions, and allow time for them to be discussed.

Volunteers will want to find out about the agency and its acceptance procedures, in the hope of finding a placement appropriate to their interests, experience and commitment. The interviewer needs to find out the applicants' expectations and what they have to offer, and then compare this with the needs of agency and clients. There should be some discussion of the range of tasks available, and of the need for support and perhaps training. The interviewer should explain the reasons behind the recruitment procedures, and if necessary, persuade a volunteer to explore other opportunities when it

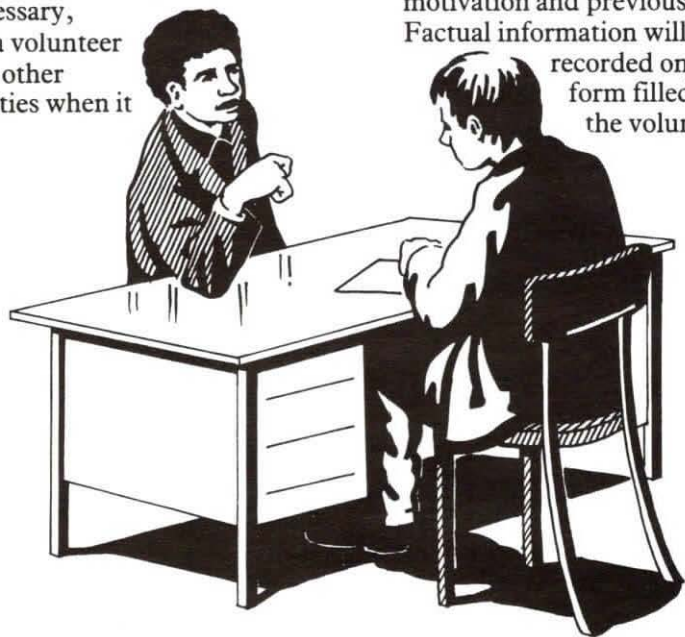
is clear that he or she is not suitable for the particular activities in which the agency is involved.

Particular care should be taken when interviewing volunteers who will:

- be working with clients on a one-to-one and unsupervised basis
- be working in an isolated place or one that is unfamiliar to the client
- be in regular and frequent contact
- have the possibility of future contact unknown to the agency
- be working in clients' homes
- be driving
- be handling money

To make good use of the opportunity, interviewers need to have a clear idea of the purpose of an interview: what information should be communicated to the volunteers, and what should be extracted from them concerning interests, expectations, motivation and previous experience. Factual information will have been

recorded on the application form filled in by the volunteer.



REFERENCES

THIS IS A CONTROVERSIAL SUBJECT, but we strongly recommend that all volunteers being directly placed by an agency should be asked to give the names of two referees, together with signed permission for them to be contacted (Appendix C contains an example of such a request).

Some organisations feel that specific circumstances, such as the nature of the work to be done or the amount of supervision available, may reduce the need for references — and others claim that they do not have the resources to take up references. We feel that you should think twice before making exceptions. A simple proforma for the referee to complete saves time and effort for all concerned (see Appendix C for an example).

If necessary, interviewers could suggest possible referees. These might include a local volunteer organiser, doctor, clergyman, employer or ex-employer, teacher or youth worker; only close relatives and people under 18

are likely to be unacceptable. If satisfactory references are returned, and provided that no further checks are necessary (see next section), the responsible person — as defined in the recruitment policy discussed above — should immediately tell the volunteer, by the most appropriate means, that they have been accepted. Should the references prove unsatisfactory, you must immediately tell the applicant that you appreciate the interest they have shown, but that there is no immediate place in which the agency can utilise their capabilities. If you can, suggest other organisations where they might be welcome; but do so only if you are confident that those organisations will not reject the applicant for the same reasons as you did. Remember that the contents of a reference are confidential and should remain so. If more than one agency is involved in recruitment, it should be made clear which agency will take up references.

FURTHER CHECKS

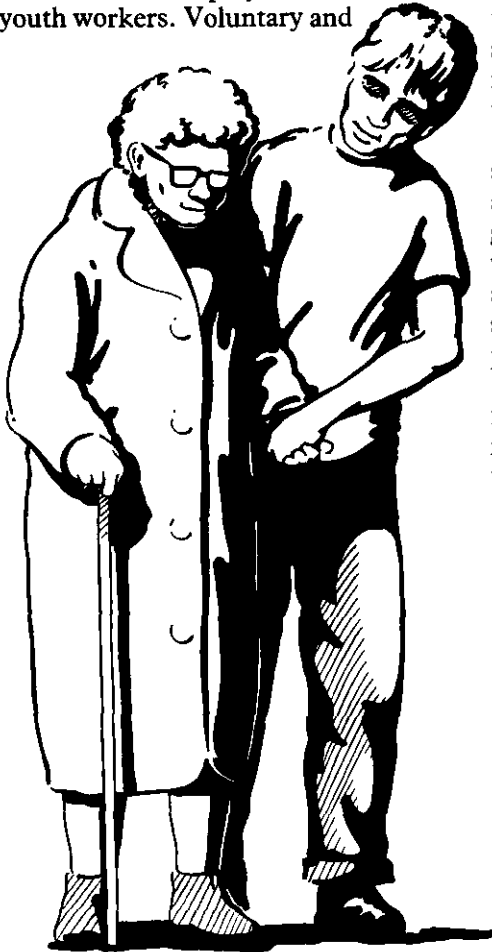
IN SOME CIRCUMSTANCES, further checks may need to be made before volunteers can be accepted and placed; for example, to protect vulnerable clients such as children and people who are elderly, have disabilities or need nursing care.

Almost as important is protection of the volunteers and of the agency itself from, at worst, the legal consequences of careless acceptance procedures (for guidance on legal obligations, see *Protecting Volunteers*, an *Involve* Extra published by The Volunteer Centre UK). Further checks should *never* be

made without good reason and without the agreement of the volunteer concerned. Potential drivers need:

- valid driving licence (check their driving record)
- proof of appropriate car insurance
- confirmation that the insurance company has been told about the new driving activities (volunteer driving constitutes a “change of use”)
- declaration that there is no medical reason why the volunteer should not drive

Where voluntary work will entail substantial access to children and young people, agencies may consult the DSS Consultancy Service and the DES List 99. The Department of Social Security Consultancy Service maintains a register of people who received major convictions when engaged in child-care work, of people who were dismissed or resigned from such work in circumstances that might put children at risk if that person were again appointed to such a post. The Department of Education and Science's List 99 names people who are not allowed to be employed as teachers or youth workers. Voluntary and



statutory organisations may ask for a check to be made by writing, giving the worker's name (and previous names), address and date of birth, to the Executive Officer in Charge, Room B1309, Department of Social Security, Alexander Fleming House, Elephant and Castle, London SE1 6BY or to Mr H. Hope, Department of Education and Science, Elizabeth House, York Road, London SE1 7PH. Please note, however, that you will *not* be sent details of the information held, but simply an indication of whether to accept or reject the applicant. Although the register is not comprehensive — there is no requirement on local authorities to supply the necessary information — the checks are free and the response is usually quite fast.

With regard to volunteers in the statutory sector (or in voluntary agencies participating in the government's screening pilots) whose work will provide opportunity for substantial access to children, the final section of this booklet gives details of police checks.

We generally find that volunteers, far from being put off by these recruitment methods, are reassured by them. They demonstrate that the work the volunteers will be doing is responsible and requires skill.

Action Check List

- Completed application form received.
- Interviewed.
- Names of referees obtained.
- References requested.
- References received.
- Decision taken to accept/reject/undertake further checks.
- Volunteer informed of decision, or permission sought for further checks to be undertaken.
- Further checks undertaken.
- Further checks completed.
- Decision taken to accept or reject volunteer.
- Volunteer informed.
- Any information acquired during appointment procedure but no longer relevant is destroyed.

CONFIDENTIALITY

ALTHOUGH CERTAIN BASIC INFORMATION about a volunteer — for example, address, phone number, times available — needs to be readily accessible, what about the more personal details collected during the recruitment

procedure? All confidential information should be securely stored; access to it should be restricted to those with a genuine reason; and the information should be destroyed when no longer pertinent. In particular, references should only be retained for



those people accepted as volunteers, and information from police checks should be destroyed as soon as possible after a decision is made — certainly within three months of its receipt. A record should be kept that a police check was made.

Confidential information about a volunteer may need to be passed on to other people within or outside the organisation. Before this is done, you must obtain the volunteer's *written* permission. If an agency demonstrates a responsible attitude towards confidentiality, such providers of

information as doctors, social workers and probation officers — whose advice may be essential to the successful placing of a volunteer — will be more ready to co-operate.

The Data Protection Act requires the registration of agencies storing personal information that can be automatically processed, and gives individuals the right to see any such information about themselves. This should act as a reminder that any information stored should be **accurate** and **consist of no more than is essential**.

TRAINING

THE RECRUITMENT OF STAFF, whether paid or voluntary, requires certain skills — and it cannot be assumed that everyone responsible for recruitment possesses these skills. So it must be part of agency policy to ensure that the staff concerned have access to adequate training, and that there is an agreed recruitment procedure which addresses such issues as equal opportunities.

The Volunteer Centre UK offers comprehensive training, with the

emphasis on recruitment techniques, for those who have responsibility for recruiting volunteers. The training takes the form of residential and non-residential courses held throughout the autumn and winter months, and also tailor-made courses designed to meet individual and agency needs.

Details of these courses are available from the Training and Development Team at **The Volunteer Centre UK, 29 Lower King's Road, Berkhamsted, Herts HP4 2AB (Tel: 0442 873311)**.

SCREENING — PRINCIPLES AND PRACTICE

SCREENING HAS RECENTLY COME TO MEAN THE PRACTICE OF CHECKING, via the National Identification Bureau, whether workers who will have substantial access to children have a previous criminal record. At present, access to this service is limited to the statutory services and to a few voluntary bodies participating in three pilot projects.

Do remember that screening can only provide an additional safeguard against appointing an unsuitable volunteer. It is in no way a substitute for a carefully thought out recruitment procedure that includes the completion of an application form, an interview by a worker trained in interview techniques, and the taking up of references.

Screening was first proposed in 1984, when Colin Evans was convicted of the murder of four-year-old Marie Payne. It was revealed that, despite his existing record of offences against children, Evans was able to use voluntary work as a means of gaining access to children (although he did *not* in fact meet Marie through voluntary work). In order to minimise these risks, procedures for screening workers who will have substantial access to children and young people have been introduced.

The Volunteer Centre UK recognises that volunteer organisers have widely differing views about the desirability of screening. Some see it as a serious threat to civil liberties and the expansion of volunteering. Others regard it as essential for the protection of a particularly vulnerable group of clients — children — and, indeed, are asking for it to be extended to cover *all* vulnerable groups. Our view is that these procedures can be most helpful in the complex business of matching volunteer to placement, but that they must be applied *sensitively* and *compassionately*. In particular, we must remember that for many people voluntary work is an opportunity to regain self-respect, to work in an environment that is not blighted with bureaucracy and obsessive documentation. Hence, volunteer organisers should use screening with great circumspection, and only when absolutely necessary. After all, volunteers who are unsuitable for work with children may have a

lot to offer in other areas of activity. Furthermore, a criminal record may consist of petty or technical offences that represent no threat to children.

WHO CAN USE THE SCREENING PROCEDURE?

CURRENTLY, THE SYSTEM for requesting the "disclosure of a criminal record" is available only for volunteers recruited directly by a statutory service or by a few voluntary agencies that are participating in pilot projects.

The revised circulars HOC(86)44, DES 4/86, LAC(86)10 and WOC(86)28 specifically restrict this service to workers, ie paid staff and volunteers, employed directly by the statutory service. Agencies that fall within the above definition, whose workers will have substantial access to children, and who have decided as a matter of policy to check with the police for the disclosure of a criminal record, may use the following procedure.

WHEN TO SCREEN

IF YOU WISH TO PLACE a volunteer in a situation that will involve substantial access to children, it is only after you have carried out a successful interview, obtained a declaration of any "spent" offences, received satisfactory references, checked with the DSS and DES lists, and obtained the volunteer's written consent to this form of checking — then *and only then* — that you may apply for police screening. Remember also that you must screen a volunteer already known to you if their work changes in ways that will give them opportunities for access to children.

Do not screen people who have already declared a criminal record that makes them ineligible for the type of work they are seeking. Never screen volunteers for work for which you would not screen paid staff, or just as a matter of routine.

What is substantial access to children?

The circulars suggest the following definition:

- Does the position involve one-to-one contact?
- Is the position supervised?

- Is the situation an isolated one?
- Is there regularity of contact?
- Are the children particularly vulnerable?

These points are enlarged upon in the Circulars HOC101/88, HOC102/88, DES4/86, LAC(86)10, WOC(86)28, HC(88)9, HN(FP)(88)3, HOC8/88, WHC(88)10.

Who are 'children'?

Not just children and young people up to the age of 16, but also those over 16 who are still at school, are mentally or physically handicapped or are living away from home.

What are the dangers to children?

Sexual assault, drug abuse, violence and so on; a record of these and related offences would make a person unsuitable for work with children.

Before asking the police to check on the existence of a criminal record, you should ensure that:

- The worker will in fact have substantial access to children
- She or he has completed an application form that asks about the existence of a criminal record
- You have requested and received satisfactory references
- You have, where appropriate, checked with the Department of Education and Science List 99 and the Department of Social Security Consultancy Service, and received a satisfactory reply
- You are certain you will offer the volunteer the job if there is a satisfactory response from the police

HOW DO I MAKE A REQUEST FOR THE DISCLOSURE OF A CRIMINAL RECORD?

IF YOU ARE WITHIN A STATUTORY DEPARTMENT, use the standard form (attached to the Circulars as Annexe B), which will be available in your agency. Send the completed form to the Senior Nominated Officer either directly or through your manager, whichever is local policy. *If you are within a voluntary agency participating in the pilot projects*, send the completed form to your locally-appointed Senior Nominated Officer.

Who is the Senior Nominated Officer?

The designated senior officer in your agency (or a parallel agency in your police area) who has responsibility for operating the scheme and ensuring that neither the procedure nor the information received are misused.

What does the Senior Nominated Officer do?

They forward your request to the local police, who will: apply for information about criminal convictions held by the National Identification Bureau (NIB); add any local record of convictions and cautions which they hold; seek, where appropriate, information from other police forces (including Scotland and Northern Ireland but not outside the United Kingdom) in whose area the applicant lives or has lived previously. The information is sent to the Senior Nominated Officer, who passes it on to the enquirer in the form agreed.

What information do I ask the volunteer for?

The form lists the basic information needed to make a check: name, address, date of birth, sex and height. Remember that information about additional identifying factors (eg red hair, right index finger missing) helps to avoid delays, mistakes, and embarrassment. Rather than make assumptions about ethnic origins, you should ask the individual concerned — having first explained why you need to ask.

Can the Senior Nominated Officer refuse to send on my request?

Yes. Part of his or her area of discretion is to ensure that the system is not misused or overloaded, and to decide, according to the needs of the service as a whole, which requests should be given priority. The officer must also be satisfied that the post really does involve substantial access to children.

How long will a check take?

This depends upon the amount of research needed. A request that is confined to one police area, and which results in "No Trace", may be returned within two or three days, whereas a request that involves a search in more than one police area could well take longer. Delays can also be caused by inadequate identification information. Recent reports suggest that, in some areas, there are long delays. If this is the case in your area,

you need to make a policy decision on how to cope: do you allow the volunteers to work with children but in well-supervised positions, do you temporarily place them where they will not have access to children (if this is possible), or do you defer the appointment until the checks are complete? Whichever you decide, keep the volunteers fully informed.

What information will the Senior Nominated Officer receive?

Any record of criminal convictions, and any record of cautions held by the local police. The information will be complete — the police do not edit it in any way.

What information will I get?

You could receive the complete report, the parts of it thought to be relevant, or simply a Yes/No or Suitable/Unsuitable reply — it all depends on the policy of the agency through which your request was routed. If you feel you need more information — or could make do with less — you could try to get the policy changed.

Will the returned information include details of any motoring offences?

No. If the volunteer will be driving children, you should ask to examine his or her driving licence.

What if the information does not agree with what the volunteer said?

You should consult with the Senior Nominated Officer and with the volunteer to discover, first, whether there has been a case of mistaken identity, and second, whether the volunteer has been dishonest about his or her past. The Circulars say that, where there is disagreement, the volunteer should be allowed to see the information provided by the police; so if you have not been given the full police report, arrange for the volunteer to see the Senior Nominated Officer. It is up to the volunteer to make representations to the police, via the Senior Nominated Officer, if he or she believes the information is incorrect.

Must a volunteer who has a criminal background be rejected?

The conviction(s) disclosed may not be relevant to work with children or young people. But although convictions for sexual

offences, violence or drug offences are the most obvious reasons for forbidding a volunteer to work with children, bear in mind that offences of dishonesty and drunken driving can also raise problems. Also, a pattern of offences over a period should give you more cause for concern than an isolated minor conviction — particularly if it was many years ago.

Volunteering provides a valuable opportunity for people to re-establish themselves within the community. However, you must balance this benefit against your responsibility to shield your clients, your other volunteers and your staff from unjustifiable risks.

If I am to make the decision, can I get more detailed information on which to base it?

You might want to ask about the significance of certain items in the information you have received. If you know that you have not been given the complete police report, talk to the Senior Nominated Officer. You should also consult colleagues and your manager before deciding to accept a volunteer with a seemingly adverse record; in order to preserve the confidentiality of such sensitive information, however, any such consultation should be carefully restricted.

Does this system apply to all volunteers?

No. The updated circulars HOC101/88 and HOC102/88, issued 9 December 1988, specifically exclude:

- a) Volunteers working for authorities unless directly employed by them
- b) Students and trainees working for a limited period.

Does this procedure apply to other groups of vulnerable clients?

Not yet — but its scope may well be extended in the future.

What should happen to police information after use?

Follow the guidance in the Circulars: any information received about a volunteer must be treated in the strictest confidence, and destroyed once a decision has been taken to accept, redeploy or reject him. Do not pass on any part of the information, orally or in writing, without the signed permission of the volunteer, other than in the most exceptional

circumstances, and always with your manager's agreement. You will be held responsible for any misuse of information that you received from the police.

What record should I keep?

On whatever record you keep of volunteers' personal details you should note that a police check has been carried out.

Will any other agency have already screened the volunteer?

Only the agency that deploys the volunteer can ensure that screening appropriate to the intended placement is undertaken. It is your responsibility to see that this procedure is followed, in accordance with the guidance contained in the Circulars and with your agency's policies.

Will this procedure on its own ensure the safety of children?

No. It can be no substitute for rigorous recruitment and placement procedures.

PILOT SCHEME FOR VOLUNTARY SECTOR SCREENING

THE HOME OFFICE is to launch three pilot projects to determine the best arrangements for screening both staff and volunteers in the voluntary sector.

One pilot will be based in a national voluntary organisation and provide an access point for those with a national network participating in the pilot; two local pilots will be established, one in the county of Lancashire and one in the borough of Dudley. Participation will be by invitation. Each stage of the pilot schemes will be carefully monitored by an external researcher.

It is anticipated that the pilot schemes will be operational by June 1989 and that they will last one year. At the time of writing, we have no knowledge of how the proposed national scheme for overall screening in the voluntary sector will be implemented, or how it will be financed.

APPENDIX A

REHABILITATION OF OFFENDERS ACT

The Rehabilitation of Offenders Act came into force in 1974 and allows ex-offenders to consider offences as 'spent' after varying time periods, depending on the offence and in various circumstances. Following an offence-free period of rehabilitation, ex-offenders are able to state that they have no criminal record — except in certain circumstances laid down in The Rehabilitation of Offenders Act (Exceptions) Order 1975 and by the ROA (Exceptions) (Amendment) Order 1986.

Readers of this booklet should be

aware that, for work that involves contact with people who are under eighteen, over sixty-five, seriously ill, or are in any way handicapped, or that involves handling sums of money, ALL previous convictions must be disclosed. The Home Office advises that this applies equally to paid and voluntary workers. Application forms for types of voluntary work that fall into the above categories should therefore ask whether or not an applicant has any convictions, bind-over orders or cautions; you should, however, explain that the existence of a criminal record does not automatically debar them from voluntary work.

APPENDIX B

READING LIST

HMY
000576

VINEYARD S

Recruiting and retaining volunteers . . . no gimmicks, no gags!

Recruitment is not easy, quick or gained through gimmicks. It employs the understanding of good management (in particular planning); marketing (the trade of value for value); and motivation. Problems of recruitment are usually due to a lack of specific goals and objectives. The vast majority of recruiting is done informally through satisfied volunteers.

JOURNAL OF VOLUNTEER ADMINISTRATION Spring 1984

HMY
001015

MEN attracts male volunteers, gives service.

The Male Escort Network — MEN —

is staffed by 70 retired male volunteers who provide a variety of functions in the Methodist Medical Centre of Illinois. Experiencing difficulty in recruiting male volunteers, the organiser decided to develop a programme of work designed to attract men — who, it is felt, provide more comfort and reassurance to patients (than women).

VOLUNTARY LEADER Summer 1984

JLE
001044

MARVIT E

Recruiting and training retired adults as volunteers: an Israeli experience.

The six-day working week in Israel leaves little time or energy for leisure-time activities. Hence, when people retire they have no basis on which to build a creative and fulfilling

retirement. To help the retired to find such fulfilment the 'Pensioners Volunteer Project' was developed to recruit and train the older volunteer. With training and support, these volunteers are able to play a socially valuable role in society.

JOURNAL OF VOLUNTEER ADMINISTRATION Summer 1984

HR
002773

Working practices and procedures in recruitment and use of volunteers.

A detailed, step-by-step guide, from initial interview through to selection, training and support of volunteers; developed by East Devon Social Services.

DEVON SSD July 1985

HR
003734

Volunteering information?

Volunteers with social services departments are part of the integral resources and offer their services for the good of the community. This article questions the need to check on people wishing to volunteer, and asks if the volunteers will be put off by red tape. Tighter checks would seem to be necessary, because it is better to know and defend the decision to employ a volunteer than not to know and be caught out, in the light of recent cases of sexual malpractice in child care.

SOCIAL SERVICES INSIGHT 18-25 January 1986

HR
005731
MCCURLEY S

Marketing your volunteer program to recruit volunteers.

Three checklists are provided, excerpted from 101 ideas for volunteer

programs by Steve McCurley and Sue Vineyard, well-known trainers and consultants on non-profit management, fund raising and volunteer involvement. There are 20 items in the checklist 'prior to recruitment campaign', 36 in 'motivations to appeal to in recruitment campaigns' and 35 recruitment ideas.

VOLUNTARY ACTION LEADERSHIP 1 July 1986

HR
005926
MACDUFF N

Volunteer recruiting teams

Nancy L Macduff, contributor to the 1986 National Conference on Volunteerism, suggests that as volunteer agencies grew in size and complexity their recruiting effort fell to paid staff, but now it is time to return to the older method where that responsibility is undertaken by the people who do it best — the volunteers. They understand the work and are trusted by prospective volunteers. She sets out how to institute a Volunteer Recruiting Team and use a marketing plan.

THE JOURNAL OF VOLUNTEER ADMINISTRATION 1 March 1987

HR
006645
SHANDRO J M

Let's make a deal! A consumer-oriented approach to volunteer recruitment.

Judith M Shandro believes that a volunteer recruitment plan based on a consumer marketing approach should guarantee the successful formation of these relationships or 'deals', and suggests study of successful strategies (which are outlined). If time and effort is put into the planning and

organisation of the recruitment programme, it will have a beneficial effect on the potential volunteers, who will want to be associated with a consumer-oriented organisation.

VOLUNTARY ACTION NEWS

VOL 49

1 October 1987

Photocopies of all these articles are available from The Advisory Team, The Volunteer Centre UK, 29 Lower King's Road, Berkhamsted, Herts HP4 2AB, price 50p each. Payment in full, plus a signed declaration that the items are required for private study, must accompany each order.

APPENDIX C

SAMPLE FORMS

PLEASE REPLY TO:

Dear

Thank you for offering your services as a volunteer.

In due course we would like to call and see you to discuss how the scheme works. To help us, we shall be grateful if you will complete and return the enclosed forms.

There are two points which perhaps need some explanation:

Data Protection Act

To assist with our records, we keep details of our volunteers on Data Processing Equipment. These details are restricted to the volunteer's name, address, telephone number and type of work which he or she will be doing for the scheme. We believe that the scheme is exempt from registration under the Data Protection Act provided our members do not object to the records being kept.

Criminal Records

Although we are a voluntary organisation, we are required to take certain safeguards to protect vulnerable groups whom we help. We therefore regret that we must ask for details of criminal convictions, whether 'spent' or not. We do not need details of minor motoring convictions.

We look forward to the return of this form and the opportunity of meeting you soon.

Yours sincerely,

Anytown Good Neighbour Scheme
Volunteer Application Form
Confidential

Name _____

Address _____

Telephone _____ Home _____ Office _____

Personal Transport _____

Age

Children Pre-school age
 School age

Do you have Nursing/First Aid experience? YES / NO

Do you have a full, current driving licence? YES / NO

Are you in good health? YES / NO

Do you have any disabilities? YES / NO

Do you have a criminal record?
If yes, please give details. YES / NO

Do you object to your details being kept on Data Processing Equipment? YES / NO

Please give the names and addresses of 2 people who will give references:

Signature: _____ Date: _____

Anytown Good Neighbour Scheme
Voluntary Driver Registration

Full name _____

Address _____

Telephone No _____ Date of Birth _____

Details of Licence held: Number _____

Entitled to Drive _____

How long have you held a full licence? _____

Are there any endorsements on your licence? _____

If *yes* please give details _____

Has any court ever disqualified you from holding a licence? YES/NO

Make of vehicle (4 or 2 door) _____

Reg No _____ Licence seen _____

Ins policy seen _____ MOT seen _____

Are you prepared to carry a wheelchair? _____

Date _____ Signed _____

Dear

Your name was given to me by

who has applied to our scheme to work as a volunteer. I am enclosing a fact sheet showing the sort of work which our scheme undertakes.

The sensitive nature of much of our work requires us to take up references in respect of all our volunteers and accordingly we should be grateful if you would kindly detach and return the questionnaire below.

May we thank you in anticipation of your cooperation.

Yours sincerely,

Confidential

Anytown Good Neighbour Scheme.

To: _____

Name: _____

Address: _____

How long have you known the above? _____

Do you know of any reason why he/she would be unsuitable as a
volunteer for our schemes? _____

Do you regard him/her as trustworthy? _____

Name _____

Signed _____

Date _____

ANYTOWN SOCIAL SERVICES DEPARTMENT

Dear

Re: _____

The above named person has applied to work as a volunteer with this Social Services Department and has given your name for a character reference.

In view of the sensitive nature of this work and the fact that volunteers may be working with vulnerable clients, it is essential that they are reliable, conscientious and committed, as well as having an aptitude for working with people.

I wonder if you could comment on

suitability for this type of voluntary work, and include any other information which you think may be relevant.

A stamped addressed enveloped is enclosed for your early reply.

Yours sincerely

Voluntary Work Co-ordinator

**Providing information, training and support
for people who work with volunteers**

