

## Volunteers - Recruitment & Selection Policy

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Report Title	Volunteer Recruitment & Selection Policy
Date of Equality Impact Assessment	17/12/15
Date approved by HWWB	
Author	Jo Karasinski
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Staff Training delivered	
<p>The policy on the HWWB website is the only policy that is updated. Please note that it is the individual HWWB staff, board member or volunteer to ensure that they are reading the most current version of this policy. This can be done by checking the version number shown above against the version number of the policy filed here: <a href="http://www.healthwatchwestberks.org.uk">www.healthwatchwestberks.org.uk</a></p> <p>If required this policy can be supplied in different formats Tel: 01635 886 210 or email: <a href="mailto:contact@healthwatchwestberks.org.uk">contact@healthwatchwestberks.org.uk</a></p> <p>All personal data collected in relation to this policy will be held in accordance with Data Protection Legislation.</p>	

### Responsibilities

#### 1 HWWB Board

Have overall responsibility for volunteers within HWWB

#### 2 HWWB Chief Officer (CO)

HWWB Board have delegated to the HWWB CO the responsibility for developing policies and procedures for volunteering at HWWB and to ensure these are implemented effectively.

### 3 HWWB Staff and volunteers

All HWWB staff and volunteers are required to read and implement the volunteer policies and procedures.

## Volunteer Recruitment Policy

### 1. Introduction

Healthwatch West Berkshire (HWWB) is the independent consumer champion for health and social care, working to ensure local voices are able to influence the delivery and design of local services. We are committed to building an organisation in which different ideas, abilities, backgrounds and needs are fostered and valued and where all have the opportunity to participate and contribute via our volunteer community. HWWB will make reasonable adjustments where possible, to meet the needs of potential volunteers. Having a criminal record will not bar someone from volunteering unless we feel that a conviction means that the applicant is unsuitable.

### 2. Purpose

The purpose of this policy is to set out our approach to recruitment and selection and our commitment to equality, diversity and fairness

### 3. Responsibilities

#### 3.1 HWWB Board

Have overall responsibility for volunteers within HWWB and for ensuring the provision of adequate resources to support the volunteer programme

#### 3.2 HWWB Chief Officer (CO)

HWWB Board have delegated to the HWWB CO the responsibility for developing policies and procedures for volunteering at HWWB and to ensure these are implemented effectively. These policies enable us to comply with best practice and to meet our legal responsibilities.

#### 3.3 HWWB Staff

All HWWB staff are required to read and implement and support the policies and procedures.

### 4. Volunteer Recruitment

HWWB is committed to ensuring that all stages of the volunteer recruitment process - writing the role profile and person specification, advertising, attracting and managing applications, selecting volunteers, making the appointment and inducting the new volunteer are conducted fairly and effectively. Our procedure has been designed to ensure that:

- volunteers have the required experience, knowledge and skills or the ability to develop these for the volunteer roles they wish to undertake
- measures are in place to safeguard children and vulnerable adults via Enhanced or Standard DBS checks and appropriate training as per the HWWB volunteer Training Policy ( [add link when on website](#))

#### 4.1 Recruitment channels

We will use appropriate means to advertise for volunteers locally that take into account the principles of HWWB- Equality and Diversity Policy ([available to read in full here link:](#)). Recruitment will include the following methods although this list is not exhaustive:

- contacts at public engagement events around the county
- advertising through a wide range of channels e.g. HWWB website, HWWB Facebook/Twitter pages, HWWB e-bulletins, newsprint
- leaflets and information stands
- word of mouth
- via local volunteer and community sector organisations and their networks
- we also undertake recruitment campaigns around particular issues. For example where a particular service is being re-designed we will want to recruit people who have experience of that service. Campaigns also occur where we do not have sufficient representation from particular communities

#### 4.2 Making an application to become a HWWB volunteer

When a potential volunteer makes contact with HWWB they are asked to complete a short application form. Applicants will also be sent:

- copies of the volunteer role descriptions (detailed in appendices 1-4 of this policy)
- a copy of the latest HWWB Work Plan

If anyone requires assistance with completing the application, help will be provided and/or the form can be completed by a member of staff via the telephone.

Once completed the application form should be returned to HWWB by post or if the signed form is able to be scanned onto your computer via email

If applying to HWWB Youth, a completed and signed parental consent form will also be required.

HWWB will only ask for the information needed to ensure that someone is suitable for the role they have applied for. All information given by volunteers will be treated as confidential and stored and disposed of in line with HWWB - Policies - Volunteers - Confidentiality and the Data Protection Act 1998

## 5. Informal interview

All applicants will be offered an informal interview - either face to face or by telephone. The purpose of the interview is to:

- explain and discuss the voluntary opportunities at HWWB and the commitment involved
- explore any relevant skills, interests and experiences which the potential volunteer may bring to the work
- assess whether the potential volunteer will be able to carry out the role description and what other assistance might be required in order to enable this

### 5.1 Unsuccessful applicants

All applicants will be notified of the outcome of the application within 3 working days. If the application is unsuccessful a member of our volunteer team will discuss this with the applicant and may be able to suggest other contacts for volunteering opportunities.

## 6 References

- referees may be from someone who knows the applicant in either a work or social context, but not next of kin or family member
- references will be taken up for successful applicants
- if we do not receive a reference within 10 working days of the request being made we will make a second request to the referee
- if after 10 more working days we still have not received the reference then the Volunteer lead will contact the applicant and ask them to supply another referee.
- Acceptance as a volunteer will be subject to the provision of 2 satisfactory references which must be received (along with a satisfactory clearance from

the Disclosure and Barring Service) prior to the commencement of any volunteer role

## **7 Disclose and Barring Service (DBS) checks**

For some volunteer roles within HWWB, volunteers will be required to undergo a Enhanced or Standard DBS check. This is important to ensure that we are compliant with our safeguarding procedures for children and vulnerable adults. We will, wherever possible, try to find alternative roles for people who are unable or do not want to provide a clear DBS certificate. For full details see HWWB Volunteers - Disclosure And Barring Service Policy

## **8. Successful completion of the application process**

- Their data will be added to our volunteer database
- the volunteer is provided with the volunteer handbook in their preferred format
- induction training will be arranged for the next available training session
- an accompanied visit will be discussed and arranged, usually within 3 months
- the volunteer will be allocated to a working group if requested

## **9. Monitoring and review**

This policy will be reviewed annually

# Appendix 1

## Role Description - HWWB Board Member

**Term** - Contract for service for up to 3 years

**Remuneration** - Mileage expenses and out of pocket expenses

Board members will be responsible for carrying out and contributing to a range of activities. The core functions are summarised below.

- Help determine the strategic direction for Healthwatch West Berkshire and through the Chief Officer (CO), ensure efficient allocation and administering of resources to develop a work plan that will enable it to perform its functions effectively.
- Ensure that the organisation operations and practices are transparent and accountable.
- Ensure the organisation seeks out and engages with members of the public, service users and carers including “seldom heard” groups, to gain their views on health and social care issues and problems in West Berkshire.
- Ensure attendance at meetings with a variety of health and social care commissioners to represent public views as gathered through outreach work.
- Assess a range of projects, research and reports that will help Healthwatch West Berkshire fulfil its role.
- Ensure that there is representation by staff and volunteers at forums, committees and sub committees with a variety of stakeholders (including user-groups and partners) where these will help Healthwatch West Berkshire to deliver on its aims.

## 2. Role requirements for Board Members of HWWB

To fill the role of Board member for Healthwatch West Berkshire, individuals will need a range of skills and expertise as well as the right experience and characteristics.

## 2.1 Skills and Knowledge

- Members need to be good communicators and be capable of playing an active role at board meetings and contribute to the discussion, information and policy decisions.
- Members will be communicating with a range of different individuals from commissioners to members of the public, and must be willing to engage with all of them.
- Members should have good analytical skills and awareness, and understanding of research and research costs, in order to identify gaps in public feedback and the provision and quality of local health and social care services.
- Members should have an awareness of health and social care issues and an understanding of the importance of public involvement in these issues.
- Members should have some experience of health and/or social care services. This should come from personal experience or a previous paid role.
- Members will play a lead role in advising how Healthwatch West Berkshire's budget is spent, so it is vital to have the financial awareness to do this responsibly.
- Members will also need strategic awareness to give advice in the best interests of Healthwatch West Berkshire in exercising its functions.
- Members are public representatives so they could have a good idea of what is expected from a position of civic responsibility.

## 2.2 Experience

- It is desirable, but not essential for members to have had some experience or knowledge of public representation, particularly in health and social care. This may be as a representative of a service user group or acting as an advocate.

- Members will be responsible for overseeing work on reports and shaping the projects, so some experience of project management will be useful.
- Members will need to be, or want to be, active in their communities, so a track record of previous community activity is desirable.
- Members should have proven communication and people skills and be able to demonstrate this with their experience.

### 2.3 Attitude and Approach

- Members are tasked with acting in the public interest, and should therefore be public spirited and committed to the principle of championing the public's interests in health and social care.
- Members need to be open-minded and inclusive, as Healthwatch West Berkshire will be tasked with engaging and representing the entire spectrum of the local population.
- Members need to have an active interest in how public involvement can shape health and social care services and have the desire to promote it.
- Members need to have the will and desire to communicate effectively with all stakeholders and partners in fulfilling HWWB's role.

## 3 Eligibility

Anyone who is over the age of 18 and lives within West Berkshire or anyone who regularly uses health or social care services within West Berkshire may apply to be a Board member. However, the following exceptions apply:

- People who are the subject of an undischarged bankruptcy restrictions order or interim order;
- Anyone who has been dismissed from paid employment within the last 2 years due to misconduct (without being re-instated) where that dismissal has not been the subject of a finding of unfair dismissal by a tribunal or court.
- Anyone who is under a disqualification order under the Company Directors Disqualification Act 1986;
- Anyone who has been removed from trusteeship of a charity within the last 5 years or is not currently eligible to be a trustee of a charity.

- Anyone who fails to comply with the Healthwatch West Berkshire's Code of Conduct and Conflict of Interests Policy.
- All County, Borough or District councillors who hold an executive position in their council.
- Standard Disclosure and Barring checks will be mandatory for members. If these raise issues about suitability, the panel may take them into account when deciding whether to confirm appointment.

## 4 Support

- All members of Healthwatch West Berkshire will receive induction training along with further training and support throughout their appointment in order to enable to fulfil their role to the best of their abilities.

## 5 Code of Conduct

- Members should not place themselves in situations where their honesty and integrity may be questioned, should not behave improperly, and should on all occasions avoid the appearance of such behaviour.
- Members should make decisions on merit, including making appointments.
- Members should be accountable to the public for their actions and the manner in which they carry out their responsibilities and should co-operate fully and honestly with any scrutiny processes.
- Members may take into account the views of others, but should reach their own conclusions on issues before them and act in accordance with them.
- Members should respect the impartiality and integrity of Healthwatch West Berkshire officers.
- Members should uphold the law on all occasions.
- Members should do whatever they are able to do to ensure that resources are allocated prudently and in accordance with the law.
- Members should act in a way that secures or preserves public confidence.
- Members should be aware of their roles and responsibilities, and work in accordance with both to the best of their abilities.
- A member may be asked to stand down if they are seriously failing in their role or in violation of this code of conduct.
- A member must not use or attempt to use their position improperly to confer on or secure for themselves or any other person, an advantage or disadvantage.

A member of the Board who is in any way either directly or indirectly financially interested in a contract or proposed contract arrangement or dealing with Healthwatch West Berkshire shall declare the nature of their interest at a meeting of the Board and thereafter shall withdraw and shall not vote on that particular matter.

- Members should identify individual learning and development needs and participate fully in training opportunities provided.
- Members should pay regard to the seven Nolan principles of public office.

## 6 The Nolan Principles

1. **Selflessness** - Holders of public office should act solely in terms of public interest. They should not do so in order to gain financial or other benefits for themselves, their family or their friends.
2. **Integrity** - Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.
3. **Objectivity** - In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards or benefits, holders of public office should make choices on merit.
4. **Accountability** - Holders of public office should be as open as possible about all the decisions and actions they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
5. **Honesty** - holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
6. **Leadership** - Holders of public office should promote and support these principles by leadership and example.

## Appendix 2

### Role Description - HWWB Authorised Representative

#### Purpose of the role

An authorised representative is a volunteer for Healthwatch West Berkshire (HWWB) who participates in HWWB's Enter & View activities and/or helps to gather the experiences and views of patients, service users, carers and the wider public. These are conducted by a small group of trained volunteers who visit Health and Adult Social Care Settings in West Berkshire. Authorised Representatives may also represent HWWB at meetings and be a member of HWWB working groups.

#### Key Tasks

##### Enter and View Visits

- to visit health services with other HWWB staff and volunteers to assess the quality of care from the perspectives of patients and the public. This will include talking to patients, visitors and staff to gather views and experiences
- to visit care homes and other care services and observe facilities and talk to service users, carers, staff and other visitors
- to assist in the preparation of reports detailing findings of visits
- to discuss initial findings with health and social care staff and managers - helping to identify potential improvements to the service and check that changes have been made

##### Engagement Activity

- to participate in finding out what local people think of health and social care through a range of engagement activity
- to be a voice for HWWB local communities, spreading the message about HWWB to friends, neighbours and acquaintances
- to assist in the preparation of reports detailing findings of engagement activity

##### Attend meetings on behalf of HWWB

- to attend HWWB meetings and working groups
- to represent HWWB at external meetings if appropriate
- to feedback details of meetings attended to Healthwatch West Berkshire

##### Volunteer will need

- to be over the age of 16 ( Healthwatch Youth aged over 15 with HWWB staff supervision)
- willingness to undergo training as described in section below
- a real interest in issues around health and social care
- to be able to travel to different locations in your local area
- the ability to talk to people from diverse backgrounds
- after training, to be able to identify good and poor practice in care
- to be able to present information in a clear straightforward way
- to understand the importance of confidentiality and the ability to respect this at all times

### **HWWB will provide:**

- training about HWWB and the national and local health and social care sector
- support from the staff team
- training in identifying good and poor practice in care and about safeguarding vulnerable adults and children
- reimbursement of travelling expenses and any other approved out of pocket expenses incurred in volunteering for HWWB

## **Appendix 3**

Other Volunteering Job roles within Healthwatch West Berkshire are;

- Community Engagement Volunteer
- Research Volunteer
- Mystery Shopper Volunteer

The job descriptions are available here:

<http://www.healthwatchwestberks.org.uk/get-involved/volunteer/>

- Healthwatch West Berkshire Youth Job roles are available here:

**Insert once on website**

## Equality Impact Assessment Form

Screening determines whether the policy has any relevance for equality, i.e. is there any impact on one or more of the protected characteristics as defined by the Equality Act 2010. These are:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or belief Including lack of belief)
- Sex
- Sexual Orientation

<b>1 Name of policy/procedure being assessed:</b>	Volunteers Recruitment Policy
<b>2. Is this a new or existing policy/procedure?</b>	New
<b>3. What is the function of the policy/procedure?</b>	To set out HWWB approach to recruitment and selection and its commitment to equality, diversity and fairness
<b>4. What is it trying to achieve and why?</b>	To ensure a consistent, best practice approach to recruitment, selection and induction of volunteers
<b>5. Who is intended to benefit and how?</b>	Applicants via a consistent and best practice approach HWWB reputation as an organisation
<b>6. Is there any potential for differential impact (negative or positive) on any of the protected characteristics</b>	No
<b>7. Is there any possibility of discriminating unlawfully, directly or indirectly, against people from any protected characteristic?</b>	No
<b>8. Could there be an effect on relations between certain groups?</b>	No

<b>9. Does the policy explicitly involve or focus on a particular equalities group i.e. because they have particular needs?</b>	No
If the answers are no from 6-9 then there is no need to proceed to a full equality impact assessment and this form should be signed off as appropriate.  If Yes then a full impact assessment must be completed.	
<b>Signed -</b> Signature: Jo Karasinski Name: JO KARASINSKI Position: Development Officer Date:17/12/15	