



Developing young people through personal challenge

Recruitment & Management of Volunteers

Version Control

Version	Author	Summary of Changes	Date
1.0	Dominic Taylor	Full Review into new format	21/03/2024

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Audit Control

Version	Policy Created	Policy Owner	Date of next review
1.0	21/03/2024	Dominic Taylor	21/03/2025

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Policy Statement

- As a charity, people are our most important asset. Volunteers play a particularly important role in the work of Youth Challenge Oxfordshire. We therefore recognise that it is crucial that we attract volunteers to our organisation to help us achieve our charitable purpose and associated goals.
- We provide appropriate support and supervision to allow volunteers to realise their full potential in their role with Youth Challenge Oxfordshire. We appreciate and value the significant contributions that volunteers make to the aims and objectives of YoCO. We are committed to compliance with all relevant legislative obligations relating to the environment in which our volunteers carry out their role.

This policy sets out and explains:

- how we recruit, induct and train volunteers
- what is expected of all of our volunteers
- where our volunteers can turn to if they need additional support.

Eligibility

- Generally, Youth Challenge Oxfordshire will consider involving anyone who wishes to volunteer with us. However, prospective volunteers must demonstrate a commitment to the aims of Youth Challenge Oxfordshire and their availability as volunteers must align with the needs of Youth Challenge Oxfordshire.
- We provide a volunteer recruitment process, which is free from any unlawful discrimination.
- For some volunteer roles, specific selection criteria may apply to determine the suitability of a volunteer candidate to a particular role. In addition, selection criteria may become relevant where there are more applicants for a particular volunteer role than positions available. Selection criteria are based on the relevant skills, qualifications and experience of volunteer candidates.

Recruitment & Selection of Volunteers

Depending on the role to be filled, our recruitment and selection process may include the following stages:

1. Every volunteer role will have a written description explaining what the role is and the specific tasks attached to that role.
2. This description will be used to advertise for volunteer roles so that those applying have a clear view of what is expected before they apply.
3. When recruiting, we will always advertise locally where possible, using the following channels, but not limited to: local notice boards, the local Volunteer Centre, community social media sites (eg Facebook), on-line platforms such as "Indeed", YoCO's own social media sites etc
4. All those applying for a volunteer position will be required to complete an application form. This form will be as simple and accessible as possible and will ask for the following:
 - name, address and contact details of volunteer
 - brief explanation of their experiences &/or skills
 - details of driving license and endorsements
 - declaration of criminal convictions (under the provision of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975).
 - details of two referees
5. Applicants will be shortlisted against agreed selection criteria.
6. If it is decided to progress the application, the applicant will be invited to an informal interview with at least two YoCO representatives.
7. If successful, the two referees provided by the applicant will be contacted for references. (see Reference Checks below)
8. Disclosure and Barring Service (DBS) - an enhanced disclosure and barring check with the DBS will be made for every volunteer. Checks will be repeated every two years. It is the responsibility of the Operations Manager to check the certificate and record its number. Until this check is conducted a volunteer should not have sole responsibility for any young people.
9. Retaining Records and Data Protection - the Data Protection Act refers to the holding of information on living persons. It gives people the right to know what information is held about them and sets out rules to make sure that this information is lawful, fair and transparent. YoCO follows the Charity Commission's

current guidance on volunteering and retaining records. If the volunteer is recruited to work for YoCO, then only relevant, up to date and accurate information about them will be held & stored securely. This will be done with the volunteer's permission and information will be held for the appropriate length of time as set out in the Data Protection policy, in accordance with the GDPR.

10. Offering a volunteer role to the successful candidate(s)
11. Notifying unsuccessful candidates
12. Issuing a volunteer agreement for the volunteer's signature
13. Providing interview feedback to unsuccessful candidates who request it.

Reference Checks

Reference checks and any verification of educational qualifications, which involves contact with third parties will only take place once Youth Challenge Oxfordshire forms a clear view that it would like to recruit a candidate volunteer. Youth Challenge Oxfordshire will always request the permission of the candidate volunteer in advance of checking references or qualifications. Reference checks for every candidate volunteer are carried out in the same way. It is the policy of Youth Challenge Oxfordshire to seek at least two references, preferably from separate sources e.g. employment (current &/or previous employer, volunteering etc.)

Training and Development

- Before a volunteer commences their role, they will be invited to an induction (either via live or online meeting).
- As part of their induction, the volunteer will be provided with a detailed Volunteer Role Description. The Volunteer Role Description specifies the responsibilities and tasks involved in the volunteer's role, Youth Challenge Oxfordshire's expectation as to the manner in which these responsibilities and tasks will be carried out and any other relevant information applicable to the role. This must be signed by the Volunteer.
- The volunteer will have an opportunity to voice any queries they may have about their role.
- They will be given the opportunity to meet other relevant volunteers and YoCO employees
- In addition, the volunteer will be provided with information about:
 - The vision, mission and organisational structure
 - How their role fits within the broader purpose
 - The support available to volunteers will include key contacts and communication channels
 - The type of commitment expected of volunteers
 - The space, equipment and facilities necessary for the volunteer to carry out their role
 - Health and safety, including any applicable risk assessments in respect of the volunteer's role; reporting of accidents, first aid procedures and fire evacuation procedures
 - Youth Challenge Oxfordshire's Code of Conduct for Volunteers
 - Reviewing all essential procedures including timekeeping, volunteer rota etc.
 - Details of the Grievance Policy & procedures
- All other relevant policies and procedures of Youth Challenge Oxfordshire, including but not limited to Volunteer Policy, Health and Safety, Safeguarding, GDPR, Data Protection and Social Media Policy.

An appropriate level of training is offered to all volunteers to enable them to fulfil their role as effectively as possible. This must include Safeguarding and First Aid.

Volunteers must read and sign Code of Conduct, Volunteer Policy, Health & Safety, Safeguarding, GDPR, Data Protection and Social Media Policy, before taking up their role.

Trial Period

Every volunteer will participate in a trial period of eight weeks to give YoCO and the volunteer adequate time to agree if the arrangement is suitable to both parties. Reviews will be undertaken by a member of YoCO employees throughout this period to give both YoCO and the volunteer an opportunity to raise any issues or queries.

Support and Supervision

Volunteers have access to support and supervision during their trial period and throughout their volunteering period. Difficulties that might arise will be dealt with in a fair, open and efficient way and in line with Youth Challenge Oxfordshire's Grievance Policy procedures. All volunteers are allocated a designated supervisor/point of contact who they should contact if they have any questions about their role or if any difficulties arise in the course of carrying out their role.

Expenses Policy

- We value our volunteers and want to make sure that there are no barriers to their involvement, therefore appropriate expenses may be paid. Unless unavoidable, all expenses must be agreed with the CEO in advance in order for them to be re-imbursed and each expense must be accompanied by valid receipts or invoices.
- Examples of expenses that would be considered are, travel to essential safeguarding training, additional insurance required for use of own car, costs of materials needed to deliver the youth group sessions and telephone calls required for the safety and smooth running of the group session.
- Additional allowances may be requested for specific bonding/group events. For example, food/snacks after an activity such as litter picking. These must be agreed with CEO before any purchase to ensure that the cost will be reimbursed.

Approach to Specific Piece of Work for YoCO

- From time to time, a Volunteer may be requested to undertake a specific piece of work outside of their normal voluntary work. In this situation YoCO will email the Volunteer asking them to take on the specific piece of work needed to assist the charity in delivering our service. The letter will specify what the work is, the amount to be paid and request the individual to invoice the Charity for the work undertaken.

Approach to Gifts or Rewarding Young People

- Volunteers should not gift or reward young people with vouchers for voluntary activities undertaken (as this can appear to be a payment which could have minimum wage-implications). It is possible to thank them for any extra effort by agreeing in advance with the Youth Group Manger what would be a suitable thank you eg a pizza meal or event ticket. Should a young person be requested to undertake a specific piece of work on behalf of the Charity this should be dealt with as in 'Specific Piece of Work for YoCO' above.

Insurance Policy

YoCO has a valid insurance policy which all volunteers should have access to and be aware of the detail. Specifically, should the need arise for a volunteer to transport young people in their own cars, Volunteers should ensure that they are fully covered by their personal car insurance.

Resolving Problems & Additional Support

We really value all of our volunteers and want them to be comfortable in their role.

The following details the additional support that is available to volunteers should this be needed and how to access it.

- All volunteers will be supported by both the CEO and other YoCO employees and volunteers. This may involve having meetings to develop ideas that the volunteer may have about the group programme or to discuss any problems or issues that may have arisen.
- Volunteers may contact any YoCO employee at any time, and would be encouraged to do so, on his/her YoCO contact details, to be provided during induction.

Recruitment & Management of Volunteers Policy

- YoCO is committed to maintaining agreed standards when working with young people and to making sure that everyone who volunteers enjoys making their contribution to this charity. Should any problems arise that are not able to be resolved informally, please see our Grievance Policy and Procedure which explains the process to follow.

Review of Policy

This policy will be reviewed by the Operations Manager annually or as needed to reflect changing circumstances and best practices.

At every review, the policy will be approved by the Trustees.

This policy was adopted at the Board of Trustees Meeting on: 21st March 2024

On Behalf of the Board of Trustees Jane Cranston

Policy to be reviewed by the Board of Trustees in: 21st March 2025