

## **Miners Minders Recruitment and Selection Procedure**

### **1.0 Introduction**

- 1.1 This document sets out the process to be followed in recruiting customers of Miners Court Extra Care Scheme to the Miners Minders. It should be read in conjunction with the Volunteer Policy and the relevant Volunteer Handbook.
- 1.2 The Volunteer Manager and Miners Court colleagues will lead this process, ensuring that all aspects of the recruitment and selection procedure are compatible with Coastline's Equality and Diversity Policy.

### **2.0 Advertising for Miners Minders Volunteers**

- 2.1 The Miners Minders will be internally promoted and advertised within Miners Court, by colleagues and volunteers. This will be achieved via: promotional materials, customer meetings, moving in packs, care/support sessions and word of mouth. This list is not exhaustive.
- 2.2 Miners Court customers will be invited to express an interest in the Miners Minders. Colleagues can support the customer in making an expression of interest. These expressions of interest will be passed to the Volunteer Manager or relevant colleague to record and process.
- 2.3 Coastline endeavors to accept, if suitable, all customers who would like to become Miners Minders volunteers. However, there may be some occasions where the Miners Minders might reach its maximum volunteer capacity. On these such occasions, an individual's expression of interest will be kept on record and they will then be contacted when capacity changes.
- 2.4 Expressions of interest will be kept on electronic file in line with Coastline's Data Protection Policy and in accordance with in accordance with the General Data Protection Regulations (GDPR) and legislation.

### **3.0 Actions on Receiving Expressions of Interest**

- 3.1 Expression of interests will be acknowledged in line with our Customer Pledge response times.

3.2 All individuals expressing an interest will be contacted and offered a suitable time to meet with the Volunteer Manager.

#### **4.0 Meeting/ Discussion**

4.1 The arranged meeting/ discussion will be held with the customer, Volunteer Manager and their care/support worker, if possible. The aim of which is to determine the skills, knowledge and experience of the individual; along with their motivations and goals for volunteering. The Volunteer Manager can also take the opportunity to answer any queries the customer may have.

4.2 It would be appropriate at this stage to consider whether the role could be adapted to suit the individual needs of the customer.

4.3 If the Miners Minders is deemed suitable for the customer, the prospective volunteer will be contacted regarding their acceptance either face-to-face or via phone call/ letter/ email. An induction date will be organised with the customer at this time.

4.4 If the Miners Minders is deemed unsuitable for the customer at that time, they will be informed face-to-face with their care/support worker present. The customer will be provided with a letter of progression with a timeframe for review. If appropriate, the customer will also be signposted to alternative opportunities to get involved at Coastline or to external volunteer organisations.

#### **5.0 Induction & Trial Period**

5.1 All Miners Minders volunteers will be required to complete an induction. They will be given an overview of the organisation and the policies that may concern them. Each volunteer will be supplied with a personal copy of the relevant Volunteer Handbook which draws together pertinent information and guidance.

5.2 In conjunction with the volunteer, an individual risk assessment will be completed. This will cover the risks associated with the role and any individual medical needs of the volunteer. If this assessment reveals any changes to the role or any extra risk management measures are required, they will be arranged at this stage. A volunteer's risk assessment will be reviewed on an annual basis or if there is any change in circumstances.

5.3 All Miners Minders volunteers are accepted subject to a trial period of approximately three months. During this period, if the volunteer and/ or

Volunteer Manager do not feel the role is suited to the volunteer then there will be a discussion regarding whether adaptations can be made.

- 5.4 If the volunteer and/or Volunteer Manager does not feel the role is suitable, when adaptations have been discussed, the offer will be withdrawn and an exit interview provided. If appropriate, the customer will be signposted to alternative opportunities to get involved at Coastline or to external volunteer organisations.
- 5.5 If the trial period is successful, regular supervisions will be established with the volunteer to ensure onward support, relevant training and opportunities to feedback.