

Partner Programme Recruitment and Selection Procedure

1.0 Introduction

- 1.1 This document sets out the process to be followed in recruiting customers of the homeless service to the Partner Programme. It should be read in conjunction with the Volunteer Policy and the relevant Volunteer Handbook.
- 1.2 The Volunteer Manager and Coastline Homeless Service 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 Partner Programme Volunteers

- 2.1 The Partner Programme will be internally promoted and advertised within Coastline Homeless Service, by colleagues and volunteers. This will be achieved via: promotional materials, house meetings, moving in packs, support sessions and word of mouth. This list is not exhaustive.
- 2.2 Coastline Homeless Service customers will be invited to express an interest in the Partner Programme. 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 Partner Programme Volunteers. However, there may be some occasions where the Partner Programme might reach its maximum volunteer capacity. On these such occasions, an individual's expression of interest will be kept on record for 12 months. They will then be contacted within this time period if there is capacity changes.

3.0 Actions on Receiving Expressions of Interest

- 3.1 It is important that an acknowledgement is issued within 4 working days on receipt of an expression of interest.
- 3.2 All individuals expressing an interest should be contacted and offered a suitable time to meet with the Client Support and Partner Programme Worker.

4.0 Meeting/ Discussion

- 4.1 The arranged meeting/ discussion will be held with the customer, their support worker and the partner programme worker. The aim of which is to determine the skills, knowledge and experience of the individual; along with their motivations and goals for volunteering. The interviewer can also take the opportunity to answer any queries the volunteer may have.
- 4.2 Partner Programme roles are created around a customer's skills, knowledge, experience and interests. It would be appropriate at this stage to consider what tasks the customer could undertake during their volunteering, and a role profile created. Taking into account the customer's individual needs and the support that they require.
- 4.3 If the Partner Programme is deemed suitable for the customer, the prospective volunteer should 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 Partner Programme is deemed unsuitable for the customer at that time, they will be informed face-to-face with their 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 volunteer vacancies via Volunteer Cornwall.

5.0 Induction & Trial Period

- 5.1 All Partner Programme 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, their risk assessment will be reviewed and adaptations made if required. 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 Partner Programme volunteers are accepted subject to a trial period of approximately 3 months. During this period, if the volunteer and/ or Partner

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