

VOLUNTEER RECRUITMENT POLICY

Introduction and scope of this policy

The Volunteer Recruitment Policy outlines how we as a charity ensure that all applicants for volunteer roles are treated fairly and without prejudice throughout our recruitment and selection procedures. We welcome applications from people of all backgrounds. People volunteer with us for many reasons, bringing with them experience, skills and dedication. We respect and welcome the opportunity to utilise this wealth of goodwill and support. We are committed to ensuring that in all situations people will be judged on their skills, ability, and suitability for the role, and the motivation they bring to The Charity.

We ask all team members responsible for recruiting volunteers to adhere to this policy, and some elements of the policy will require adherence from volunteers.

We will use the term 'Volunteer Coordinator' throughout this document to denote the person responsible in the organisation for recruiting for and onboarding the new volunteer.

Applies to	Team members recruiting volunteers, and volunteers applying for roles
Author	Volunteer Development Manager
Approved by	CEO
Effective date	October 2025
Next review date	October 2027

Ensuring an inclusive and equitable recruitment process

The Charity aims to ensure we reach the widest cross-section of the community in attracting and recruiting volunteers. To achieve this, we ensure that all volunteer vacancies are advertised through a range of recruitment methods, including advertising on job boards aimed at diverse audiences.

We will take all reasonable steps to ensure that no volunteer candidate receives less favourable treatment on the grounds of race, colour, nationality, ethnic, or national origin, gender, marital status, sexual orientation, disability, political opinion/affiliation, age religion or belief. To support an inclusive recruitment process, we adopt the following practices:

- Our application process is tailored to be as simple and straightforward as possible to complete, and we do not ask for unnecessary information from candidates.
- Each charity team member (employee) is expected to foster and support an inclusive environment at The Charity, and we provide training and support to team members in planning and carrying out fair, transparent and inclusive recruitment processes for volunteers
- Everyone has the right to volunteer in a safe environment, and safeguarding practices apply equally to all (our Safeguarding Policy outlines how we ensure a safe and supportive environment for all volunteers and service users). All our team members receive training and support to ensure they understand what is expected of them when recruiting volunteers, and in supporting the onboarding and ongoing support of volunteers.
- We ask for feedback on the volunteer candidate experience through our recruitment process, so that we can continually learn from this feedback and apply this learning to improve our processes and practices. Listening to our volunteers is incredibly important to us at The Charity.

Inclusive practices with regard to recruiting ex-offenders as volunteers

We recognise that potential volunteers may have criminal records and may be reluctant to apply for voluntary work where this would involve the disclosure of their record. We understand that people may be fearful that they will not be treated fairly because of them. As a Charity, when we ask for criminal records information through DBS checks or in other areas of our pre-employment checks, we offer reassurance to all candidates that this information will be held in confidence.

We do not take into account convictions deemed spent under the Rehabilitation of Offenders Act, unless the voluntary position is exempt from the Act. If the position is exempt from the Act, we will ask for disclosure of both spent and unspent convictions, and also cautions, reprimands, and final warnings. If the voluntary application is successful, we will also ask the applicant to agree to a DBS check. If a Disclosure confirms what the applicant has already told us, we will confirm the appointment. If the Disclosure reveals information that The Charity was not previously aware of, we will discuss the matter with the applicant before making a final decision. For further information regarding our responsibilities to potential candidates, please download the following Code of Practice from the government website: <https://www.gov.uk/government/publications/dbs-code-of-practice>.

The Volunteering team will guide team members through ensuring an inclusive process and responding to any concerns or queries regarding our policy and approach to supporting ex-offenders. This information is shared here so that all those managing our recruitment process for volunteers and candidates themselves understand our intent and approach.

Planning volunteer roles and launching the recruitment process

Outlining the role requirements

The first step in recruiting a new volunteer is to outline the need for the role and the key activities the role will perform in a role description. We have clear role descriptions for all volunteer roles at The Charity, so that people joining us have clear expectations of the skills, time and activities required. The Volunteer Coordinator should draft a role description with input from the Volunteering team.

Seeking approval for a new volunteer role in a team

All new volunteer roles should be outlined and approved using the **Volunteer Role Authorisation Form**. This form would typically be completed by the Volunteer Coordinator with input from their manager or Head of Team as appropriate. The authorisation form requires the role description to be attached.

It is the Volunteer Coordinator's responsibility to gain sign off from all relevant parties when introducing a new volunteer role. All new volunteer roles require Head of Team approval to ensure leadership oversight and support for volunteer roles across the team before being sent to the Volunteer Development Manager for review and approval.

Advertising a volunteer role

Once the role description is agreed it can be advertised to invite applications. A range of methods are utilised to attract volunteers from diverse backgrounds, and this will be agreed with and managed by the Volunteering team.

All volunteer roles are advertised widely, fairly and openly, as far as is practicable. This includes advertising on national job boards, on The Brain Tumour Charity's website, on social media and in volunteer centres. All adverts state that, *'We particularly encourage applications from diverse and particularly from groups who are currently under-represented within The Charity.'*

Application process

All volunteers are required to apply via our Volunteer Management System, Volunteer. Some roles may require the names of two referees at application stage. Recruitment can then be tracked and monitored via the system.

The volunteer selection process

All volunteer candidates experience a recruitment and selection process that is appropriate to the role they are applying for. We base our selection decisions on the ability of each applicant to fulfil the role.

Shortlisting

Shortlisting will be conducted by the Volunteer Development Manager and Volunteer Coordinator. The selection criteria for shortlisting will be based on the criteria listed in the role description and applied equally to all candidates. Candidates are selected for interview based on how their skills and knowledge match these criteria.

Interviewing candidates

Selection and interviewing are always carried out by more than one person to reduce bias and to increase diversity of thought. Interviews will usually be carried out by the Volunteer Coordinator in the relevant team alongside at least one other member of their team. It is not a requirement that the Volunteer Development Manager is involved in recruitment interviews. Unsuccessful applicants will be informed and provided with alternative volunteering opportunities.

The interview questions are planned by the Volunteer Coordinator, with input and support from the Volunteering team. Interview questions will relate to the requirements of the role, and all applicants will be asked the same questions. The Charity provides recruitment training to all team members who will be actively involved in recruiting and selecting new volunteers. Interviews are typically conducted over video call and last a maximum of 30 minutes and there will be the opportunity for applicants to ask the panel questions at the end.

Making the selection decision: offering the role

The selection of new volunteers is based on the role requirements and the individual's suitability and ability to do the role. We give each candidate every opportunity to share their experience in response to the questions asked, and no assumptions will be made about an individual's ability to perform tasks without reasonable evidence. Unsuccessful applicants will be informed, given feedback on why they were unsuccessful and provided with alternative volunteering opportunities. We expect the selection process to take a maximum of three weeks to complete from the application deadline.

Volunteer onboarding

Depending on the role, new volunteers may be provided with an opportunity to access an induction, which will cover the work of the organisation and information / training relevant for their role. We will ensure that each volunteer has a level of training sufficient to the role they undertaken, and that they are aware of key policies including Health and Safety, Equal Opportunities, Safeguarding and Confidentiality policies.

Further information

For further information regarding this policy, please contact:

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