



Phone Credit for Refugees Recruitment Policy

Introduction

At PC4R, our volunteers are crucial in helping us to realise our mission. We are committed to recruiting the best volunteers, and we will use this policy to help ensure consistency and quality in our appointments. Effective recruitment and selection means ensuring that a prospective volunteer is the right person to become involved and that their skills, experience, and passions are well-matched with the charity.

Diversity

We encourage and promote diversity in our volunteer team and recognise the different experience and skills that diversity brings. We are committed to recruiting refugee volunteers and every effort will be made to ensure that our recruitment policy and process are accessible to volunteers from a range of backgrounds.

Role Descriptions

Every vacant position will have a job description that clearly outlines the role and responsibilities of the position, and a person specification that lists the relevant skills required. This will be the main document used to advertise the role and in comparing the suitability of candidates wishing to apply.

Advertising

Due to the unpaid nature of being a volunteer, diverse and innovative ways of advertising may be necessary. This may include:

- Advertising on Facebook or the PC4R website;
- Advertising on other social networks;
- Advertising through other affiliated refugee support groups or charities;
- Advertorials; or
- Volunteer agencies.

Selection

The selection process should provide the opportunity for the volunteer to learn more about the role and to be sure it is suitable for them; however it is important that we are only selecting volunteers who meet the standards set out in the job description. For some roles the criteria for becoming a volunteer may be very basic, and in others it may be very demanding.

The selection process may differ slightly for each role, but in general the process will be:

- Applicants will be welcomed and supported in exploring possible volunteer roles suitable to their skills and aspirations.
- We will provide applicants with the information and job description required to make an informed application.
- Applicants will complete a volunteer application form.
- Applications will be considered by the Chief Volunteer and Recruitment Officer, who will conduct an interview with the applicant to discuss their suitability.
- Applicants will be given timely feedback on whether they have been successful in their application, and where appropriate may be signposted to other roles if unsuccessful.
- Any selection will be taken objectively against the selection criteria, learning outcomes, or person specifications in the job description.

Appointment and induction

Once a decision has been made, the volunteer will be offered the appointment in writing. If the appointment is accepted, the volunteer will be provided with the Staff Handbook and asked to sign a Volunteer Agreement with the charity. The volunteer will be directed to the charity's policy and process documents and asked to complete a volunteer checklist to confirm these have been read and understood.

The volunteer will be provided with the necessary training to complete their role successfully. New volunteers will be partnered with an existing volunteer for a period of one month. During this period, new volunteers can use the existing volunteer's knowledge and support to help them settle into their new appointment.

Safeguarding and reference checks

When a new role is designed, a decision must be made of whether a reference check is required for the role. The final decision on this will rest on the Management Committee.

When personal or professional references are required, two references will be required.

Acceptable referees can be requested from:

- Employers (past or present, including volunteer roles), teachers, professors, etc.
- Colleagues or fellow volunteers;
- Family doctor or other health or social care professional;
- Religious leader; or
- Family friend

When a role requires contact with minors or vulnerable people, a Disclosure and Barring Service (DBS) check may be required. This will normally be detailed on the job description. More information on our specific DBS requirements can be found in our Safeguarding policy.