

VOLUNTEER INTERVIEW PROCESS

Guidance Notes for Coordinators

Explain that we need some basic information because:

1. By knowing our volunteers, we can help them to be more effective and we can use their time in appropriate ways.
2. We need to be sure that the people who are working in FCN's name are appropriate.
3. FCN's insurance policy covering volunteers while on FCN work requires certain details.

This is also an occasion for potential volunteers to ask you questions. Remind the interviewee that this discussion is confidential to FCN.

- If possible, before the interview, provide the applicant with a copy of the Volunteer Handbook and ask them to read it through so they understand what FCN does and what they are applying to do. Please ask them to confirm they have read the handbook when you meet up. This will be their copy to keep if the application is successful. If the applicant chooses to withdraw, please request return of the Handbook.
- Please complete section 1 in conversation with the applicant and ask them to complete and sign section 2.
- Make sure that if they are applying to become an FCN caseworker, they have understood that they will be subject to a DBS check before they become full volunteers. (*See foot of Section 2 on interview form*). Those applying to volunteer to fundraise, administer or support publicity, i.e. anyone not doing face to face casework, will not require a DBS check.
- Each applicant requires two references and one of these should be a church minister. After the meeting please contact both the referees given to ask if they will kindly provide a reference for the applicant. You will need either to email or post the reference form to them but please note **referees must provide an original signature** on the form before it can go forward for approval. So if emailed, the referee will need to print out and sign the form. Scanned signatures cannot be accepted. The completed form should be returned to you.
- Submit the completed interview plus the two referee forms to the FCN office, with any comments you wish to make.
- The Chief Executive will make the decision on suitability. Normally this is straightforward.
- You will be informed of the outcome of the application by email, with your Regional Director copied in so they are aware you have a new volunteer in your group. You are asked to convey the news to your new FCN recruit. They will be sent a "Welcome to FCN" letter from the Chief Executive along with their own copy of the Volunteer Handbook to keep. This includes

instructions on how to register for the FCN Intranet where there is a wealth of information and support material for their FCN work.

- Please double check with the new volunteer before they commence their role within the group that they have read the FCN Volunteer Handbook and in particular understand the terms of the Code of Practice.
- For caseworker applicants, you will need to meet with them again to complete either a paper DBS form or preferably an online DBS application and verify their identity. Paper applications take a number of weeks to clear, online applications take approximately a week.
- The new volunteer will be notified direct and receive a copy of their DBS certificate. Please ask them to let you know when they receive it and arrange for you to see the original. Please ask them to send a copy to the FCN office at West Haddon for their file.
- Induction training will be offered via the Regional Director, with content dependent on the role the new volunteer is undertaking. Ongoing support training will be given on an ad hoc basis. Where the volunteer will be dealing with casework, this may only start once induction training has taken place and until DBS clearance is through, only if accompanied by an experienced FCN volunteer. (Should the DBS check subsequently give cause for concern their acceptance will be reviewed by the FCN Chief Executive.)

For further information, or if you have any queries, please contact the FCN office via

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or

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