

TERMS OF AGREEMENT BETWEEN RECRUITING ORGANISATIONS AND PERSHORE VOLUNTEER CENTRE

Details on back of Organisation Registration Form, for organisation to accept with signature on form

Organisations will:

Register with Pershore Volunteer Centre, providing a completed Organisation Registration Form and signing up to these Terms of Agreement. Ensure any changes in contact details or procedures are passed on to the Volunteer Centre promptly so that we always have the correct details.

Commit to providing full details of opportunities that they want us to manage (whether a new role, updated, replaced or re-advertised), using the latest version of the Volunteer Request Form. There may be discussions beforehand but we require a completed Volunteer Request Form prior to any recruitment activity. **This form is the basis of your 'contract' with future volunteers.**

Commit to keeping details of volunteer opportunities up to date: advise us when opportunities are filled, removed, changed etc, and reply to any requests for clarification or more information.

Commit to keeping the Volunteer Centre informed of the progress of potential volunteers during the recruitment process, including follow-up of referrals, application forms sent, outcome of interviews, and placements made. This includes advising the Volunteer Centre of unexpected delays or changes, and follow-up of any unsuccessful applicants. **The key date is when a placement actually starts.**

Commit to looking after volunteers placed with them, in line with Pershore Volunteer Centre's code of practice for managing volunteers. This includes delivering appropriate induction, training and management/supervision – as identified on the organisation's Volunteer Request Form, and providing confirmation of this if required (including to a third party for quality control).

Help to promote Pershore Volunteer Centre and provide feedback, if requested, on the service delivered, suitability of referred volunteers, etc (including to a third party for quality control).

For each opportunity:

Agree the recommended method of promotion – within the Volunteer Centre, in Parish Magazines, local media, social media, Do-it.org, through the database of existing volunteers.

State the actual application process to be followed, eg the use of their application form(s), informal discussion, interview (individual or panel), need for references, DBS (& who funds it).

State the support available once appointed, eg general or on-the-job induction; training requirements – type of training, location, number of days, whether one-off or ongoing; named volunteer coordinator/supporter; duration of any trial period; scope for development of opportunity or potential lead-in to paid employment.

Provide full details of the volunteer opportunity, describing the function, role, responsibilities and activities; with a snappy "sound bite" version for publicity.

Pershore Volunteer Centre will:

Manage the recruitment process efficiently and effectively, adding value throughout. Act promptly on any information provided, changes required, advertising opportunities and volunteer applications.

Offer consultancy and support to organisations about developing possible volunteer opportunities and roles, building on our experience of current trends and volunteer needs, including Good Practice for managing volunteers.

Promote volunteering and the work of the organisations who use the Volunteer Centre's service.

Operate in line with confidentiality and data protection requirements.

For each opportunity:

Commit to providing a complete description of the roles, tasks, application process, what volunteers can expect in relation to induction and training, ie the organisation's 'contract' with the volunteer. Accurately input all information given about the opportunities.

Commit to promoting the opportunity as agreed with the recruiting organisation, eg within the Volunteer Centre, in Parish Magazines, local media, social media, Do-it.org, through the database of existing volunteers.

Commit to making informed referrals by screening volunteers to increase the likelihood of a compatible match between the organisation and individual needs. Refer individual contact details with a brief background/CV, reasons for applying and any other supporting details provided by the volunteer. Recruiting organisations may choose to screen applicants themselves, eg accept enquiries made through Do-it.org (phone number, email address and postcode), following up with their own application form instead. Follow-up with the organisations to determine the outcome of referrals made.

For each volunteer:

Make the best possible match between volunteer and opportunity, with a high likelihood of a successful, rewarding experience. Establish which volunteer opportunities would best suit them, using information provided on their Volunteer Registration Form and face-to-face discussions. Agree which opportunities they would like to be referred to. Advise where we would not feel it appropriate to refer them for a specific opportunity –ideally finding a suitable alternative.

Manage their expectations by advising them of the full recruitment process for the opportunities that they have chosen, including likely timescales. Confirm what they can expect before being offered a placement, once offered a placement, and when in post, ie their 'contract'.

Follow up volunteers after a referral (via organisation and volunteer) and within 3 months of the notified start date of a placement (via organisation and volunteer). Follow-up, as appropriate, volunteers not placed after referral, if a placement doesn't work out, if their circumstances or needs change (via volunteer). Follow up all volunteers 12 months after their initial point of contact with the Volunteer Centre (via volunteer). This may include Survey Monkey or contact from a third-party, eg for quality control. Proactively contact volunteers who have chosen for their details to be kept on file and alerted when new opportunities become available that match their areas of interest.