



GHM Procedure for Volunteer Acceptance



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1. Introduction

GreenHouse Mentoring is a project of Stopsley Baptist Church, a company limited by guarantee, Registered in England and Wales, Company Number - 7605036, Registered Charity Number - 1150563, Registered Office - Stopsley Baptist Church, St Thomas' Road, Luton, LU2 7XP

GreenHouse Mentoring (GHM) has been operating since 2002.

This document describes the procedure for vetting & accepting volunteers.

2. Applicability

This policy applies to all GHM Staff and Volunteers.

3. Definitions

Within this document, the following definitions are understood:

- Volunteers** any person currently volunteering with GHM with a signed Volunteer Agreement;
- Service User** any young person who has or is receiving service from GHM;
- Staff** any member of the GHM Team with a formal written and signed contract;
- Buddy** any person who agrees to assist a volunteer by ensuring that mentoring sessions are completed on time and safely
- External Persons** any other person or organisation that has had or is having contact with GHM and does not fall into the above three categories.

4. Policy Authority

This document is approved by the GreenHouse Mentoring Manager.

Written By	Version/ Date	Comments
Sue Pirks	12/04/2010	Initial Issue

Ian Pirks	23/12/2013	Updated to new format, reviewed and revised
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5. Principles of Policy

The following principles will apply within GHM:

- ◆ In all cases, GreenHouse Mentoring staff and volunteers will work within the GHM Vision, Mission & Values statement.
- ◆ Each volunteer must successfully progress through all the following stages before becoming a GHM volunteer.
- ◆ Time-keeping and consistency are critical skills for a GHM Volunteer.

6. Procedure

6.1 Introduction

See \\GHMserver\Shared \GHM Forms for all GHM Forms.

There are 7 stages to the process:

- ◆ Stage 1 - Referral
- ◆ Stage 2 - Interview & Training Placement Offer
- ◆ Stage 3 - Training Attendance
- ◆ Stage 4 - Role Offer/Missed Training Sessions
- ◆ Stage 5 - Probation period (Mentors only)*¹
- ◆ Stage 6 – DBS Disclosure*
- ◆ Stage 7 – Completion of vetting/training requirements

6.2 Referral

The majority of referrals arrive electronically via volunteer agencies but anyone can contact GHM and refer themselves - or a friend/ relative - if they so wish. The referrer typically provides the potential volunteer's full name, postal address, contact number(s) and e-mail address.

6.3 Initial Interview & Training Placement Offer

Depending on when the next batch of training sessions are scheduled to take place, GHM will record referral details and then invite potential volunteers to the GreenHouse for an informal interview before the training commences. At the interview a member of staff will outline: general GHM requirements; the benefits of volunteering to both candidates and our service users; any relevant

¹ Stages 5 & 6 occur concurrently

experience and the vetting/training process required to become a GHM volunteer.

GHM will ask potentials to complete the following forms for their records:

- ◆ A Data Protection form requesting their consent to use their personal data/image for GHM administrative purposes and in our promotional material;
- ◆ A GHM volunteer profile form which includes a section for them to provide the contact details of two individuals who can act as character references. Both referees must have known them for more than two years, and can be friends or employment acquaintances but not related to themselves or partners.

GHM will either offer a training placement post interview or suggest alternative volunteering options should they feel that someone might not be suited to their method of working. The options could be:

- ◆ suggesting they contact your local Volunteer Centre and ask to be considered for other volunteering opportunities;
- ◆ offering an introduction to Stopsley Baptist Church staff with a view to possible volunteering opportunities there.

Note: GHM value reliability and consistency.

It will be noted on their record if trainees miss or are late for arranged meetings without informing them.

6.4 Training Attendance

Volunteer training takes place twice a year and typically consists of a series of training sessions which must be attended before becoming a fully screened/trained volunteer. Each individual session is typically run three times each given week (usually on a Thursday, Friday & Saturday) which gives potential volunteers the flexibility of attending at a date and time suitable to them.

GHM will inform all trainees of the specific training sessions they need to attend in writing; typically after the informal interview and before training commences.

Please note: There is one core training session applicable to all volunteer roles - **GHM Induction** - and in addition to this core session, subsequent sessions are to be taken depending on the level of training required. For example, to become a GHM Mentor, you need to attend the Induction session PLUS an additional six mentoring specific sessions. The table on the next page outlines the roles on offer and minimum training level that must be achieved for each role:

Role	GHM Induction	Mentoring 1 Training – Rapport	Mentoring 2 Training – Working Together	Mentoring 3 Training – Goals & Endings	Mentoring 4 Training – Practical Mentoring	'Safe To Grow' Training	Practical Safety Training	Young Parent Awareness*
GHM Finance Admin Volunteer GHM IT Admin Volunteer GHM Admin Volunteer GHM Counsellor GHM Library Co-ordinator	YES	NO	NO	NO	NO	YES	YES	NO
GHM Cafe Helper GHM Transport Helper	YES	NO	NO	NO	NO	YES	YES	NO
GHM Cafe Team Leader GHM Resources Co-ordinator GHM Transport Co-ordinator	YES	YES	YES	YES	YES	YES	YES	NO
GHM Trainer GHM Counselling Co-ordinator GHM Mentor GHM Group Mentor English Corner Mentor	YES	YES	YES	YES	YES	YES	YES	NO
Young Parent Mentor	YES	YES	YES	YES	YES	YES	YES	YES

**Further training session scheduled intermittently throughout year*

Homework is to be completed for the 'Mentoring 1 Rapport' and 'Mentoring 3 Goals & Endings' training sessions and must be handed in before the Volunteer Celebration event. GHM will not offer a volunteer role until all the homework is completed to a satisfactory level.

Further Training' sessions are offered regularly throughout the year to augment the basic minimum training levels. Further training sessions' details are given in the GreenHouse Mentoring Training Sessions Profile brochure and are subject to change. Volunteers are encouraged to attend these sessions in addition to volunteer role specific training to improve subject knowledge.

Important. Potential volunteers should let GHM know - beforehand or as soon as possible afterwards - if they are unable to attend a training session.

6.5 Role Offer/Missed Training Sessions

6.5.1 Role Offer

A GHM staff member will formally offer a volunteer role at the Volunteer Celebration event so it is vital that potentials attend! Due to the sheer number of individuals applying to volunteer, GHM may not always be able to offer the specific role wanted in some cases. We will however endeavour to offer a role that is closely related to it.

6.5.2 Missed Training Sessions

If one session is missed – the GHM Manager will decide whether to offer a role depending on extenuating circumstances, quality of homework submitted and interaction during training sessions. Trainees will be allowed to complete

the missed session via distance learning, 1-to-1 briefing or by attending a future instance of the session.

If two sessions are missed – Again, the GHM Manager will decide whether to offer a role depending on extenuating circumstances, quality of homework submitted and participation during training sessions. The manager will only accept a potential volunteer who has missed two sessions in extenuating circumstances.

Catch-up conditions for potential volunteers who have missed one or two sessions:

Training Level	Physical Attendance	Distance learning	1-to-1 briefing w/ GHM staff
GHM Induction	YES	NO	NO
1 Rapport	YES*	YES*	YES*
2 Working Together	YES	YES	YES
3 Goals & Endings	YES*	YES*	YES*
4 Practical Mentoring	YES	NO	YES
'Safe 2 Grow'	YES	NO	YES
Practical Safety (LW)	YES	NO	YES

**Must also complete and hand in homework for '1 Rapport' & '3 Goals & Endings'*

If three or more sessions missed - If you have missed three or more sessions GHM will not offer a role until completion of the outstanding sessions on their next scheduling.

Should a potential volunteer be returning to GHM after a period away, they will be required to attend missed training sessions (or re-attend all training sessions if deemed applicable) and will have to re-attend 'Safe 2 Grow' training sessions if they originally attended the session more than three years ago.

For example, if a volunteer originally attended the 'Safe 2 Grow' training session in 2008, they will be required to re-attend the next scheduled instance of the session. This is due to training sessions being constantly updated in line with best practice and legislation.

Note: A volunteer will not be re-DBS checked until they have attended any required refresher sessions.

6.6 Probation period (Mentors only)

Volunteers offered the **GHM Mentor** role are required to undertake a probationary period volunteering in Group Mentoring & events **prior** to being matched-up with a mentee. This gives GHM the opportunity to monitor whether they have fully understood the mentoring theory and practice, and the GreenHouse Mentoring way of working. This probation, which is a minimum of 2 sessions, helps GHM match mentors and mentees more successfully. It also gives volunteers more confidence when they start in a 1-to-1 relationship.

Potential volunteers will be given the opportunity to show a preference for the area(s) in which to conduct their probationary period. The GHM Manager (with input from GHM staff members) will decide the length of probation (based on performance during the training and/ or DBS disclosure).

Upon completion of the probation period, they will then be able to be matched-up with a suitable mentee.

6.7 DBS Disclosure

Once GHM has mutually agreed a volunteer role with the trainee, they will then conduct a DBS background check dependent on the role applied for and the implied interaction level with vulnerable individuals. Further details on the DBS application process can be found in the 'GHM DBS Guidance Note for Potential Volunteers' which is distributed during the Celebration & Role Offer session.

Please note: Volunteers are responsible for contacting GHM, once they are able to provide the valid identity documentation, to arrange a date/ time for their DBS application.

Note: A volunteer cannot enter into a mentoring relationship or volunteer in an un-supervised capacity without a satisfactory DBS disclosure. A potential volunteer CAN however volunteer in a group setting before being checked.

6.8 Completion of vetting/ training requirements

GreenHouse Mentoring selects volunteers very carefully and will only accept candidates who meet the key acceptance criterion noted below:

- ◆ Acceptable Enhanced DBS check (where required for volunteer role)

- ◆ Completion of all training and homework requirements
- ◆ Two acceptable character references
- ◆ Completed Probation period (Mentors only)
- ◆ Acceptable candidate demeanour (timekeeping, interaction with staff members/ other volunteers and participation in training)

GreenHouse Mentoring are fully committed to Equal Opportunities and as such no volunteering application will be treated less favourably because of the applicants colour, disability, ethnic origin, marital status, nationality, race, religious/political beliefs, age, gender or sexual orientation.

Once a potential volunteer has completed all the training/ vetting requirements then they will become a fully-fledged volunteer! At that point, GHM will provide them with a volunteer pack which they will need to read carefully and then sign, date and return the relevant forms to GHM.

6.9 Contact Details

www.greenhousementoring.org.uk

Tel No: 01582 528213

Office Hours: 09:30 – 16:30 Monday to Friday

Sue Pirks – GHM Manager - sue.pirks@stopsley.net

7. Monitoring, Evaluation & Reporting

A list of potential volunteers is maintained by the GHM Administrator. Once volunteers have attended training they will be added to the GHM Database with a status of “POTENTIAL”.

The report of POTENTIAL volunteers from the GHM Database is regularly monitored by GHM Staff until all criteria are met and they can be given the status for a Volunteer.

The Asst to the GHM Manager oversee’s the development of potential volunteers and ensures they progress as speedily as possible.



8. Policy Review

Next policy review due before: January 2017
Policy last reviewed on: 07/01/2014

Approved by:

Sue Pirks /.....
(GreenHouse Mentoring Manager)

Date