

## **Care Home Volunteer – Follow up call process**

This was used on a phone call to potential volunteer, after their application form had been returned to us.

It is important to remember that this is a process is a two way process and is as much about the volunteer deciding whether they like the organisation, as about the organisation deciding to take on the volunteer. An ideal interview process will reflect both.

### **Format of the informal interview.**

As well as outlining the volunteer role, you should provide some background information about your organisation or group. We went into more detail with this at the induction presentation, held over zoom, later in the process (date of which was agreed at this meeting).

### **On this call we briefly discussed:**

- the role description
- training and support offered to volunteers
- how the volunteer will be supported in their role
- our expectations of volunteers
- the days and times available. If there is a time limit on the role.
- resources available to volunteers whilst they are volunteering for us.

### **You may want the potential volunteer to tell you:**

- what attracts them to volunteering with your organisation or to take part in this kind of activity
- what they hope to gain from volunteering
- relevant skills, interests and experience
- time availability
- any additional support needs
- names of potential referees; if not in the application form

- when they would be able to begin volunteering, or start any required training.

If under 18 check for parental consent    16-17    (parental consent?)                    18 +

If under 18 check that placement are happy to accept and if vaccines are up to date in guidance with care home protocol.

**DBS**-explain that one needs to be done and a link will be sent to complete the check online.

Send link to confirm what documents can be used for ID check

Check ability to attend training online: Zoom Teams ect

Agree that once references are received and DBS filled in, you will contact them to complete online induction training. A potential date for this can be discussed.

At the end of the interview check if the volunteer has any additional questions.

Thank them for their time and you will keep them updated throughout the process and check their junk email folder from time to time as emails can end up there.