

## Volunteer Journey

Once interest has been shown in becoming a volunteer, it is important that the interest is acknowledged as soon as possible. We followed the timeline and journey below.

- The prospective volunteer contacted us with interest either by email or through 3<sup>rd</sup> party websites (Volunteering Wales, Universities)
- sent through the application form within 3 working days of initial interest
- once the application form was returned, arranged a suitable time to call and discuss the project with the prospective volunteer and find out a little more about them. We aimed for this to be completed by the end of the same working week.
- sent for references as soon as application form was received
- after the phone call with the volunteer we started DBS check process. This was all completed electronically due to the covid-19 pandemic.
- arranged an introduction to volunteering in a care home induction with Project Managers so the volunteer knew what to expect from this role.
- arranged a zoom meeting to confirm ID docs for DBS with Volunteer Support Officer
- informed Care home of potential volunteer
- confirmed Care homes current requirements for volunteer
- arrange a zoom meeting to confirm ID docs for DBS with Volunteer Support Officer and held an induction presentation to volunteering with Age Cymru
- sent welcome pack and Volunteer policies and procedures
- arranged Safeguarding basic training, Dementia communication training on zoom
- await DBS enhanced confirmation check
- arrange t-shirt to be sent for the volunteer to show different for care home staff
- meet with care home for induction
- arrange start date
- regular email contact and support going forward for both volunteers and Care home staff

The length of time of this processed varied on the regularity of communication from the volunteer and at time the length the DBS check took to come through.

For volunteer policies and procedures help, please contact your local Council for voluntary service (CVS) who will assist you.