

Recruitment of Youth Teams

Volunteer Manager Guide

November 2018

RECRUITING YOUTH TEAMS

St John Ambulance youth teams are responsible for supporting our young people and delivering our youth programmes to Badgers and Cadets. All new candidates will be recruited into the entry role of a Youth Helper and progress to the roles of Youth Support Leader and Youth Leader through training.

ADVERTISING FOR ROLE

We have created a number of bespoke attraction tools to attract new recruits to our youth teams. These include the following:

3 Week Challenge

A taster experience offering new volunteers the opportunity to first observe, then participate and finally have a go at running an activity during three separate unit meetings. A flexible opportunity for the candidate to decide whether this role is right for them and to meet the young people and their future team before making a commitment. All 3 Week Challenge participants must register on our open REACH link available here:

<https://volunteer.sja.org.uk/74346TWC>

One-der Sessions

An ice-breaker opportunity for ANYONE to come to a unit and share a story from their personal experience, work or life and to overcome their fear of young people! Afterwards they may want to stay a little longer and complete a 3 Week Challenge?

Parent Rota

This role is not designed for long term volunteering, but is an easy way for parents to engage with their unit by supporting activities once a month. Hopefully after a taste of the fun that takes place within our youth units they may want to commit for longer and register as part of our youth team!

Parent/Guardian Survey

An easy way to ask whether an adult has any time or skills to offer your unit. Simply ask them to take thirty seconds to complete the quick survey and let the conversations begin!

Vacancy Boards

Pop one of these up in your local community centre, your GP surgery or even your own building (with permission of course!). The slips are easy for people to take away to contact you in their own time and the comical tag lines will hopefully bring a smile to their face which may lead to may more as a volunteer in our youth teams!

Badger Bistro/Cadet Café

Hold an event in your unit and invite family, friends and members of the public to attend. Ask your young people to demonstrate First Aid or their skills in their favourite SJA activities (for example, Casualty Simulation) then ask the adults if they have time to get involved in the fun more regularly by joining our youth teams, or trying out a 3 Week Challenge

Flyers, guidance and supporting documents for all of the above are available for free to download on CONNECT or for paid purchase on the Prism portal. We suggest you use all available and appropriate methods to recruit to your youth teams including advertising on social media, using websites such as doit.org, providing flyers and posters to your local community centres and holding recruitment events at local fairs and universities. For resources and updates please look at our CONNECT pages here:

<https://sjacconnect.me/Youth-community/recruitment/Pages/Adult.aspx>

RECRUITMENT & SELECTION PROCESS

The HR Admin centre and national youth team will support the recruitment process with Regional and District youth teams being able to offer local support. The hiring managers in this process are those with access to the email youthleaders@sja.org.uk. Each district will have one open vacancy which will last one year, starting from 1st January. These are to be reviewed and re-opened annually in response to the needs and requirements of our youth units.

After initial contact, which may be through any of the above attraction tools and resources or a simple conversation in person, the candidate will be required to complete the online application for their district's 'Youth Team' vacancy on REACH. Upon completion of this form their contact details will automatically be sent to youthleaders@sja.org.uk and the candidate will then be contacted by the hiring manager, within seven working days to conduct a telephone interview. The telephone interview must be recorded on REACH alongside the decision to accept or reject the candidate by the hiring manager.

If the hiring manager chooses to accept the candidate their application will then be sent to the HR admin centre who will then send them their provisional offer. This email will include details of their next available Welcome event and the necessary information to begin their DBS application online. An email will also be sent to the candidate's line manager (Unit manager or Unit Youth Lead) to invite them to contact their new team member. The hiring manager should contact the line manager to ensure the candidate has been invited to a unit meeting for an informal discussion with their line manager, to meet their future colleagues and to be introduced to the young people at the unit.

This unit meeting should take place between the telephone interview and their attendance at a Welcome event. This should be no longer than two weeks. Once the candidate has attended a Welcome event, provided one reference has been received and their DBS has been completed and the HR admin team received them, the HR admin centre will be able to send them their confirmed offer and the candidate is now able to volunteer on a weekly basis in the role of a Youth Helper.

All new recruits to our youth teams as Youth Helpers should be encouraged to book onto training immediately to ensure they progress to the roles of Youth Support Leader or Youth Leader as quickly as possible. Each unit requires a minimum of one fully trained Youth Leader at all times for safeguarding purposes and this responsibility should not be maintained by only one volunteer in each unit.

Minimum screening checks must be carried out on all new volunteers and these are:

- Identification check (legal requirement)
- Enhanced DBS check with Child Barring List
- Two references (NSPCC Safer Recruitment standards)

These posts are volunteer screening category three.

FOLLOWING APPOINTMENT AND ACCEPTANCE OF OFFER OF ROLE

Following screening and acceptance of offer, HR Admin will:

- Issue a St John Ambulance ID card (with DBS renewal date)
- Invite via email to CONNECT and Learning Online
- This invite then triggers a Office365 (email) account to be setup
- Setup a MyData account for the new volunteer.

The line manager should arrange for an induction for the new volunteer with support from the District Youth Team.

CHECKLIST FOR RECRUITMENT PROCESS

The following is a checklist to follow when recruiting Youth Teams:

Recruitment plan organised annually by Unit Manager and District Youth Team. They work together to promote the open vacancy locally.

One open vacancy per district set up on REACH. these are to be renewed annually in line with national recruitment review.

Candidates apply online directly via REACH.

Hiring Manager arranges and conducts telephone interview. Interview outcome submitted to HR Admin via REACH.

HR Admin processes, checks and sends out provisional offer. Candidate is provided with a link to begin DBS application online and invite to next Welcome event.

Line manager is informed and contacted to arrange informal discussion with candidate at Unit meeting. DBS checks are completed at Welcome event or in unit.

Upon completion of DBS HR Admin sends out the confirmed offer. They request ID card, put onto MyData and give CONNECT/Office 365 access.

New Volunteer needs to be inducted into role by Line Manager with support from District Youth Team.

EXAMPLE ADVERT FOR YOUTH TEAM

The following is an example 'Youth Team' advert:

Youth Team Volunteer

Our vision is to help build communities that save lives and serve each other through volunteering for health and first aid.

Young people play a crucial role in helping us realise this mission. As a volunteer with our youth teams, you'll be trained to provide our young people with both life skills and lifesaving skills – all while having great fun!

You'll be working with our brilliant Badgers (aged 7-10) or creative Cadets (aged 11-18). You'll also have the opportunity to design your own role, whether that involves running fun activities – such as outdoor events, summer camps and mountain adventures – or providing 'behind-the-scenes' support.

We'll offer you the chance to become a fully-fledged Youth Leader, which will mean completing extra courses in First Aid or Adventure to broaden your capacity and experience.

Would you like to volunteer once a week or once a month? That's entirely up to you. With the constant guidance of a friendly volunteer manager and youth team, you'll have all the support you need to make bold strides and rediscover your inner 'big kid'.

This role is exempt from the provisions of the Rehabilitation Offenders Act and as such an Enhanced DBS check will be obtained.

Apply today at xxxxxxxxxxxxxxxxxxxxxxxxxxxx or find out more at youthleaders@sja.org.uk

If you are an existing SJA volunteer or employee, please apply here:

If you are external to SJA, please apply below:

EMAILS SENT BY REACH AND FORMS FILLED IN BY LINE MANAGERS

Email Template Preview for 'Youth Team Application Received'

Subject: Application Form Received - [JobTitle]

Dear [FirstName]

[JobTitle] - [JobID]

Thank you for your application to volunteer as a member of the youth team at St John Ambulance. We're delighted to hear from you and will be in touch as soon as possible with the next steps for your application within the next two weeks. In the meantime please read more about our exciting youth programmes and hear from some of the fantastic young people you may be supporting on our website at www.sja.org.uk.

Following your application you should expect a phone call from a member of our Youth Support Team to conduct a brief interview and decide if this role is right for you. If, for any reason, you are unable to take a phone call or will need additional support please let us know at youthleaders@sja.org.uk with the email heading 'Telephone Interview Requirements'.

If you don't hear from us via email or telephone within the next two weeks please email us directly at youthleaders@sja.org.uk or contact our central HR team as below. To help us to respond to you as quickly as possible please include your full name and indicate where you have applied for the role.

Thanks again - we look forward to speaking with you soon!

Kind regards

HR Admin team (Volunteering)
St John Ambulance
P 0121 392 6500, option 1
E volunteeringnational@sja.org.uk

Preview for Telephone Interview form on REACH – to be completed by youthleaders@sja.org.uk (Hiring Manager) team

YOUTH TEAM TELEPHONE INTERVIEW FORM

YOUTH LEADER TELEPHONE INTERVIEW FORM

Please contact the candidate (via telephone or Skype) and record the outcome of the initial contact interview on this form.

Tell us about yourself and what attracted you to be interested in volunteering with SJA? *

What would you like to get out of being a member of our youth team? Do you have any experience of working with young people? *

What do you know about St John Ambulance? *

Please can you confirm next steps, including potential unit and about the three week challenge with the candidate.

How would you like to proceed? *

Please provide any other comments about this candidate?

Email Template Preview for 'Youth Team Provisional Offer' – received by candidate

Subject: Provisional volunteering role offer for [JobTitle]

Dear [FirstName]

Provisional Offer - congratulations!

We are excited to welcome you (provisionally) to our youth team! We have been impressed by your telephone interview and hope you are now ready to go through the next steps with us to introduce you to the volunteers and young people you will be working with and ensure this is the right opportunity for you.

Your Unit Managers' name is **[LineManager]**, who is the manager of your local youth unit at **[TeamName]** and will be your line manager going forward. Their email is [LineManagerEmail].

Please communicate with them directly to arrange a visit to the unit evening for an informal discussion about your role and to experience a regular evening at one of our educational youth units. We would also encourage you to undertake the three-week challenge at the unit if you haven't already done so.

Screening

To ensure the safety of our young people we will need to ask you to complete a criminal records (DBS) check and to provide photographic identification before you are able to attend a youth unit regularly.

We would [ONBDBSCheck]. The following original documents are needed to support your application and failure to bring along the appropriate documents will result in a delay.

- **One document** from list one of the attached Identity checks document.
- **One document from list one and two from list two** of the attached DBS document (at least one document from list 2 must verify your current address).

In order to make this process as efficient as possible, please begin this process immediately online by log-in to the website below, using the following Organisational Reference: **[DBSUsername]** and Organisational Code: **[DBSPassword]**, and enter the details requested. Please ensure you enter the following role title: **[DBSRoleTitle]** and include any middle name(s) you have.

<https://disclosure.capitarvs.co.uk/cheqs/rbLogin.do>

To assist you, you can find more information on [GOV.UK DBS](#) website.

If you are going to a specialist DBS / ID checking meeting, the details are: **[DBSCheckDate]**. Please be aware if you have not declared that your DBS may have adverse content and this does appear, this will seriously affect the continuation of your volunteering.

You can begin your training and attend your unit but you will not be able to actively volunteer until such a time as you accept your offer email which will be sent when all screening checks have been completed.

Welcome Event

Your Welcome Event will be [InductionLength] at [InductionVenue]. It is important to attend this event for your initial induction, core training and to complete your DBS checks in person. If, for any reason, you are unable to attend at this time please contact [InductionContact] ([InductionContactEmail]) or email us centrally at youthleaders@sj.org.uk.

Training

Your Unit Manager will provide you with information regarding your training for role. If you have any questions or would like to request additional training to that for your specific role please discuss this with your Unit Manager.

Kind regards,

HR Admin Centre (Volunteering team)
St John Ambulance
P 0121 392 6500, option 1
E [HRMemberEmail]

Email Template Preview for 'Line Manager Provisional New Volunteer Youth'

Subject: New volunteer for your unit

Dear [LineManager]

Exciting news – a new volunteer for your unit!

A new volunteer has been received a provisional offer to join your youth unit. Their name is [FirstName] [LastName] and they will begin as a Youth Helper within [TeamName] once they have successfully completed their welcome event and screening checks.

The new volunteer's contact details are [Email] and [Mobile]. Their DIPS ID number is [SJF4ID]. We have already sent them an email to introduce you to them as their new line manager. Please also attempt to contact this individual within the next two weeks to arrange a visit to your usual unit meeting to hold an informal discussion with yourself or a Unit Youth Lead, observe the usual activity and be introduced to the team and young people at the unit.

If you're happy for this candidate to join your team, they are able to continue attending once a month until their screening checks are complete and they have received their full DBS clearance. They will also be required to attend a Welcome Event.

Their **Welcome Event** date is [InductionLength] at [InductionVenue]. Ideally either yourself or someone from your unit team should attend in order to accompany your new volunteer but please discuss with the induction contact, [InductionContact].

Please support your new volunteer to complete their training as required and encourage them to consider attending further training to develop into a Youth Support Leader or Youth Leader role in the future.

If you have any additional queries please contact your District New Volunteers Lead or send an email to youthleaders@sja.org.uk with the heading 'New Volunteer' .

Thank you for your time and for your ongoing support. Best wishes for you and your new addition to your youth team!

Kind regards,
HR Admin team (Volunteering)
St John Ambulance
P 0121 392 6500, option 1
E [HRMemberEmail]

Email Template Preview for 'Youth Team Confirmed Offer' – received by candidate

Subject: Confirmed Volunteering offer for [JobTitle]

Dear [FirstName]

Confirmed Offer

I am delighted to confirm your offer for our youth team at St John Ambulance in [TeamName], with a start date of [StartDate].

We hope you enjoyed your meeting with your Unit Manager and are looking forward to begin volunteering at your unit. Unfortunately you will not be able to attend on a regular basis until we have completed your screening checks. If you have not yet attended your '**Welcome Event**' please see your provisional offer for information or contact [InductionContact] via [InductionContactEmail].

I would be grateful if you would **confirm your acceptance** of this offer by logging into the [Candidate Centre](#) (at <https://volunteer.sja.org.uk>)

For fast access please click this link:

- **[CandidateTokenURL]**

If you haven't heard from your line manager, [LineManager], please get in touch with us at Youthleaders@sja.org.uk and we will try to put you in touch asap. Their email is [LineManagerEmail]. If you have any further questions, please contact us on details below.

PROBATION

Please note, all St John Ambulance volunteers are subject to a 12-month probation period when they are first appointed to role, at the end of which you will have a Volunteer Development Review with your line manager to check up on how you are finding the role and whether it is working for you.

FEEDBACK

We would love to get your feedback on your recruitment experience - please can you answer the questions included in your offer acceptance form or email us at Volunteer-Recruitment-Feedback@sja.org.uk?

Finally, may I take this opportunity to congratulate you on your new role and welcome you to the St John Ambulance team.

Kind regards,

HR Admin team (Volunteering)
St John Ambulance
P 0121 392 6500, option 1
E [HRMemberEmail]

Email Template Preview for 'Line Manager - New Volunteer Starter (HR Screening completed)'

Subject: New Volunteer: acceptance of volunteer offer - [FirstName] [LastName]

Dear [LineManager]

Confirmation of new volunteer for your unit or team

[FirstName] [LastName] (DIPS No: [SJF4ID]) has now accepted their confirmed offer of the volunteering role, [JobTitle] in [TeamName] having completed all HR screening checks.

[FirstName] should already be attending your unit but please do chase them up if they have not already been. Their email is either [email] or a SJA email address. Their phone number is [Mobile].

They should receive an ID card through the post and I will also receive uniform shortly (following training for role) but please confirm with your District New Volunteers Lead or their induction contact [InductionContact] on email [InductionContactEmail].

If you require anything else, please contact us.

Kind regards
HR Admin team (Volunteering)
St John Ambulance
P 0121 392 6500, option 1
E [HRMemberEmail]