



# AUSTRALIAN REFUGEE VOLUNTEERS INC

## RECRUITMENT POLICY

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### SCOPE AND PURPOSE

**This policy applies to:** Australian Refugee Volunteers Incorporated (ARV) Recruitment ICs and the Recruitment team, Executive Committee and general volunteers. It is the responsibility of the Recruitment ICs to ensure that this policy is followed and that their team is familiar with the policy.

**Purpose:** Due to our work with vulnerable children and young people, ARV needs to ensure that a certain standard of quality is met for all volunteers who are recruited into ARV. The purpose of this policy is to clarify the requirements of all new recruits who wish to join ARV, the methods of recruiting and how ARV monitors new and older volunteers.

### POLICY & PROCEDURES

#### Advertising

ARV uses a few methods of advertising to recruit general volunteers into the organisation. ARV has regular advertisements for general volunteering on university job webpages. These are monitored by the Executive Committee and Recruitment ICs, and are updated or re-submitted when needed. ARV targets university students because they generally have more interest in volunteering, more time to commit (especially for administration roles) and engage well with the age groups of the clients. For more specific administration roles that need to be filled, such as trainers or IT, a specific job advertisement may be placed on any relevant job websites. The Executive Committee undertakes and oversees this task. On each advertisement, as well as on the ARV website ([www.arvolunteers.org](http://www.arvolunteers.org)), there is a link to complete a profile and book in for a training day at on the ARV Admin site ([alivadmin.org.au](http://alivadmin.org.au)).

#### Signing Up and Booking Training

All new recruits must create a profile on the Admin site. This allows ARV access to necessary personal details, such as an email address and mobile number, preliminary information about their backgrounds and skills, and an initial agreement to privacy and other basic policies. ARV must comply with its Privacy Policy and relevant Privacy Laws in respect of the personal information held about recruits.

It is the recruit's responsibility to ensure that all of their information is correct on the profile. It is also their responsibility to inform the Recruitment IC if they cannot complete their profile due to a website error. The new recruit must also book in to a training day on the Admin site. Again, it is the recruit's responsibility to inform the Recruitment IC if they cannot book into an interview so that they can be booked in manually.

The Recruitment IC is responsible for monitoring the number of places available for each training day. Generally, it is expected that this number will be 20-25 places, to maintain a flow of new recruits and to allow a fair number of new recruits the opportunity to train that month. This number may be modified by discretion of the Recruitment IC for a variety of reasons, including limited training space, limited training or recruitment volunteers to run the



# AUSTRALIAN REFUGEE VOLUNTEERS INC

## RECRUITMENT POLICY

---

Training Day, or to limit the inflow of new volunteers if the programs are finding that there is an unmanageable excess of volunteers. These decisions should be made in discussion with the Executive Committee. Turning away recruits who have already signed up should be avoided, therefore these decisions should be made before the training day is filled (i.e. at least a month before).

The Recruitment IC should send emails to the new recruits that have signed up for the Training Day around 3 weeks prior to the date and then the week before. This should include all necessary information about what to bring on the day, time they are expected to arrive and expected finishing time.

### **Working With Children Check**

All new recruits must provide a valid and verified Working With Children Check (WWCC) to the Recruitment IC before they engage with any volunteering with ARV (including administration roles). New recruits should be informed of this in emails they receive prior to the Training Day, including relevant information on how to apply for a WWCC. This must be verified on the WWCC website ([kidsguardian.nsw.gov.au/working-with-children](http://kidsguardian.nsw.gov.au/working-with-children)). It is the Recruitment IC's responsibility to ensure that all volunteers are verified and that their identification is checked to ensure their WWCC corresponds with the correct person. New recruits without a verified WWCC should not receive any information regarding upcoming programs (SMS invitations or emails) and should be on a separate list in the Admin system.

If ARV is informed by the Office of the Children's Guardian that a new recruit or volunteer has received a bar on their WWCC, or that their WWCC has expired, it must be ensured that the person does not do any work with ARV, is removed from all contact lists and that the information about their WWCC is recorded on the system. As per WWCC legislation, a new recruit may participate in programs if they have a verified application number only and if that application number has been checked on the WWCC website. This does not apply if the application has not gone through verification by the new recruit at an RMS office. The Recruitment IC should ensure that a full WWCC number is collected from that volunteer and recorded as soon as possible.

### **Training Day**

All new recruits to ARV must attend a full training day in order to be a volunteer. Some discretion may be used if a new recruit arrives up to half an hour late or needs to leave half an hour early. If the new recruit shows up to training more than an hour late, they should be turned away for that day and asked to re-book training. If a new recruit asks the Recruitment IC prior to the Training Day if they can arrive late by over an hour, the Recruitment IC should instead inform them to book a different training date. It is important that all new recruits receive the same amount of training and are aware of all relevant policies and information before they volunteer with ARV.

All new recruits must also participate in a short interview with a member of the Recruitment Team. This interview must follow a general script given to the interviewers, as to ensure all



# AUSTRALIAN REFUGEE VOLUNTEERS INC

## RECRUITMENT POLICY

---

necessary information is gathered. The interviewer must debrief on all new recruits with at least one other member of the Recruitment team. The Recruitment and Training teams are responsible for ensuring that copies of the new recruits' identification is taken (digital copies should be kept by the Recruitment IC), that all membership fees are collected or organised to be paid online, and that accurate WWCC details are verified and recorded. The Recruitment team should record all necessary information, including WWCC numbers, dates of birth and information about programs new recruits wish to join, on a centralised spreadsheet on Google Drive. Necessary information should also be recorded on the admin site, including a copy of interview notes to refer back to if necessary.

At the training day, all new recruits will be required to also pay the respective membership fee in accordance with ARV's Membership Fee Policy. If they do not have cash to pay the membership fee on the day, the recruit can be permitted to pay by bank transfer to ARV, however the membership fee must be paid before they can participate as a volunteer with ARV.

Any volunteer who wishes to put themselves forward as a driver for programs will also need to sign the Driving Agreement and provide their car registration number. The Recruitment team will check the car registration CTP insurance on the day and record this information for future reference.

### **Flagging**

In the process of interviewing new volunteers, there are times when we may be unsure about the suitability of a new recruit in ARV's programs. In this case, the interviewer will collaborate in discussion with the Recruitment IC and the Executive Committee to make a decision about the recruit, using the following guidelines. There are two levels of flagging that should be used, depending on the reasons for flagging.

**Yellow flag:** If an interviewer has general concerns about how a recruit will be on programs but there is no specific major issue, that recruit should be given a "yellow flag". Reasons for this may include evidence of limited social skills, significant problems with speaking English, physical issues that would limit function in activities, potential issues in communicating or relating to the young people, or a significant lack of enthusiasm for programs. These would be issues in programs, but it would not be enough to bar the recruit from programs altogether.

Following the values of our organisation, which aims to be inclusive of volunteers regardless of experience or skills, we can allow these volunteers an opportunity to participate in programs, but under extra guidance. When a recruit is given a yellow flag, this information should be passed on to the relevant program admin team that the recruit has chosen.

The admin team should then take steps to give this volunteer extra support on the programs and also observe them more closely on programs to see how they participate. Particularly, if possible, the recruit should be buddied with a child alongside another volunteer.



# AUSTRALIAN REFUGEE VOLUNTEERS INC

## RECRUITMENT POLICY

If the recruit is deemed unfit to participate after this first program, the program admin team should pass this information back to recruitment and the executive committee, who will then contact the recruit and explain that there are concerns about their suitability to ARV's programs and unfortunately will not be able to participate. The recruit may not be told of their yellow flag prior to this, but must be communicated with if the decision is made to not allow them to participate after the first program. If a yellow-flagged volunteer requests a refund of their membership fee on the basis that they are not permitted to be involved with ARV, the provision of such a refund is at the discretion of the Executive Committee.

**Red flag:** If an interviewer finds a major issue with a recruit where their participation in programs would likely be unsafe for the clients or other volunteers, or would reflect negatively on ARV as an organisation, the recruit should be given a "red flag". This may include if they state overtly political or religious reasons for joining ARV, if they have extreme views on discipline, are overly aggressive or display unsettling or suspicious motives behind joining ARV.

These cases should always be discussed with the Executive Committee extensively before a decision is made, and there should be an agreement of the issue by those that have interacted with the recruit on the training day (especially the training team).

The recruit will not be given a chance to participate on programs. Instead, they would be communicated with by email about the decision not to allow them to participate in programs, in as much detail as deemed suitable. This should be done as soon as possible after the training day. They may receive a refund of membership fees if requested. The decision should be considered final. Recruitment ICs should ensure that the recruit is not on any SMS lists.

### VERSION HISTORY

Versions	Date	Drafted/reviewed by
Version 1	October 2016	Jennifer Dunne, Recruitment IC