

COVID-19 Response - Volunteer Recruitment and Onboarding Process

New volunteer roles TBC – identified volunteering roles for sign off
(Levels of checks, induction and training to be agreed)

Registration form – Specific form produced for potential volunteers to register their details and skills.
Collated information includes specific skills and experience, access to vehicles and driving licence and holders of current DBS and training.

Selection – Dependent on role volunteers may start without interview. Where interview is necessary this can take place over the phone or via skype/video call.

Some departments may select and interview own volunteers. Volunteer Service to send through registrations forms for Dept to decide selection – decisions fed back to Volunteer Service to start onboarding process.

References – Reference checks to continue but reference is NOT required to begin volunteering.

DBS checks - e.DBs does not take long (7-10 days) and is only rarely the reason for any delay in the process.

Guidance for new checks can be found here; <https://www.gov.uk/government/news/covid-19-changes-to-dbs-id-checking-guidelines>

DBS checks will continue to be carried out, however these will be done in parallel with the individual commencing in post thus not delaying a start date.

Should any concerns come from the DBS check following an individual commencing, this will be picked up with the individual retrospectively and appropriate decisions made as to the risk this presents.

Those with current DBS checks can be prioritised for patient-facing roles to mitigate risk.

OH clearance - OH checks to continue as normal.

ALL Recruits in non-patient contact roles started immediately regardless of whether we have an OH declaration.

Form to be developed with self-clearance questions so any volunteers for whom we have previous records (as long as not going to EPP role) can be cleared immediately along with new volunteers who do not declare health issues.

Once cleared and started in role, any new volunteers will be asked to arrange an appointment to attend OH for Immunisation update within 14 days of commencing.

Supervisors to be made aware.

Driving Roles – Volunteers to provide proof of driving licence, insurance and confirm they have a roadworthy vehicle (either submitting MOT certificate or providing vehicle registration to check on Gov website).

<https://www.abi.org.uk/news/news-articles/2020/03/information-for-volunteers-using-their-car-to-help-fight-coronavirus/>.

Driver's Handbook sent to all volunteer drivers.

Paperwork – Volunteer Agreement to be signed and returned, bank details completed for expenses (expenses charged to COVID cost code), and to be sent Occupational Health form, ID badge application form and Volunteer Handbook.

New IG sign off form to be completed in place of IG video.

Risk mitigated as all compulsory induction modules and information about COVID-19 and ICP included in handbook for volunteers to read before starting.

Induction and Training

Current volunteer induction to be developed as condensed digital presentation for volunteers to undertake before starting.

New volunteers to be set up on Learning Wales platform to undertake eLearning modules in own time for extra learning.

Volunteers signposted to relevant training needed for role – i.e. manual handling this may be face to face sessions (or via video call/digital method) or specific eLearning. (This is to be included in HB wide training plan).

Specific handbook or guidance documents may be created for individual roles i.e. pharmacy medication delivery.

Departments may organise own training or provide briefings for volunteers before starting.