

## Our Volunteer Recruitment Process

The recruitment process can be a little time consuming, so here is an explanation of each step to help you through.

Recruitment tasks	Explanation
<b>Applying to be a volunteer</b>	<p>We use an online application process, so to apply you will need access to a computer and an email address.</p> <p>If you do not have access to a computer or struggle with online forms, please ring us to discuss other options.</p>
<b>Initial meeting with the volunteer service</b>	<p>This is an opportunity to discuss your application, the role outline, and the recruitment process.</p> <p>We will:</p> <ul style="list-style-type: none"> <li>• Discuss any concerns you may have, and any support required.</li> <li>• Take copies of your proof of identity and right to work documents. These documents are also used to submit your Disclosure &amp; Barring Service (DBS) check.</li> <li>• The ideal documents to provide are: <ul style="list-style-type: none"> <li>○ Passport</li> <li>○ Driving Licence (Provisional OK)</li> <li>○ Council Tax Statement (within last 12 months)</li> <li>○ HMRC or Benefits Statement</li> <li>○ Birth Certificate</li> <li>○ Bank Statement (within last 3 months)</li> <li>○ Utility Bill (within last 3 months)</li> </ul> </li> <li>• You can check if you have the right documents using this 'checker' <a href="https://apps.trac.jobs/candidate/iddocs">https://apps.trac.jobs/candidate/iddocs</a></li> </ul> <p>If you need help with any aspect of this, please contact us.</p>
<b>References</b>	<p>We require two references of character and ability to undertake volunteering from people that are not relatives or close friends.</p> <p>These could be from an employer or organisation that you volunteer for (past or present), a teacher or tutor, a club leader, a religious or cultural leader, case worker or social worker.</p> <p>If you are unsure who you can approach for references, please contact us.</p>

<b>Disclosure and Barring Service (DBS) Criminal Records Check</b>	<p>The DBS helps employers make safer recruitment decisions and helps to prevent unsuitable people from working with vulnerable people, including children. However, having a criminal history will not necessarily exclude you from volunteering.</p> <p>To complete your DBS, you will need to know your address(es) over the last five years including the month and year of your move.</p> <p>We will send you a link to complete and submit the form.</p> <p>If you need help with any aspect of this, please contact us.</p>
<b>Health check</b>	<p>All roles in the NHS require staff and volunteers to have a health check that looks at people's health, wellbeing, and immunisation status. People Asset Management (PAM) carry out these health checks on behalf of our Trust and your health information is confidential with PAM.</p> <p>It involves an online questionnaire asking about your general health and immunisation history. You will need to provide proof of any vaccinations you have received since birth.</p> <p>The health check process can take quite some time and we ask that you complete your questionnaire as soon as possible so that any required follow up appointments can be completed as quickly as possible.</p> <p>We will send you a link to complete the online health questionnaire.</p> <p>Once PAM clinicians have reviewed your questionnaire, you may be asked to attend follow up face to face appointments in relation to your health or immunisation needs. Missed appointments delay recruitment significantly and do incur a cost to our Trust.</p> <p><b>How to find your immunisation history</b></p> <ul style="list-style-type: none"> <li>• The NHS app</li> <li>• Speak to your GP practice who may be able to provide your history. Please speak to us if your GP says there is a charge for this information.</li> </ul> <p><b>If you are unable to get your immunisation history</b></p> <ul style="list-style-type: none"> <li>• PAM can carry out a blood test to assess your immunisation status and will provide any vaccinations required.</li> </ul> <p><b>Face to face appointments</b></p> <p>If you are asked to attend a face-to-face appointment, please be aware that the locations of these are limited to:</p> <ul style="list-style-type: none"> <li>• Prestwich Hospital</li> <li>• Heywood - the Phoenix Centre</li> <li>• Ashton-under-Lyne - Seraphina</li> </ul>

	<p>If you need help with any aspect of your health check or appointments, please contact us on 0161 716 3365.</p>
<b>Training</b>	<p>Your completion of training will demonstrate your competency and ability to work safely in an NHS environment as a volunteer. Volunteers also find the training increases their knowledge and skills as well as supporting their personal development and confidence.</p> <p><b>Online courses</b>  You will need to complete twelve online courses prior to starting your volunteering role. Some of these courses need to be repeated periodically. Access to these courses is through our online training system which we will give you access to.</p> <p>You can begin to undertake the training as soon as you receive your 'log-in' from us. Please get in touch with any queries or problems on 0161 716 3365</p> <p><b>Face to face training</b>  For volunteer roles that support patients and/or the public, you are required to complete a one-day face to face course on dealing with people, managing potential conflict, and keeping safe in the workplace. This course is known as managing violence and aggression (MVA).</p> <p>The location of the training venues are:</p> <ul style="list-style-type: none"> <li>• Pennine Care Learning &amp; Development Department. Outram Road, Globe Lane Industrial Estate, Dukinfield, SK16 4XE</li> <li>• Cherrywood Clinic, Royal Oldham Hospital, Rochdale Road, Oldham OL1 2JH</li> </ul> <p><b>Volunteer handbook</b>  You will have received our volunteer handbook which provides information and guidance about volunteering with us. It also describes what you can expect from us and what we expect of you. You should familiarise yourself with the handbook and contact us if you have any queries. We will ask you to sign a volunteer agreement based on its content just prior to starting in your volunteer role.</p>
<b>Introduction to the service</b>	<p>This is an opportunity for us to visit the service you will be volunteering in, meet the staff, further discuss your role, and agree a date to start volunteering.</p> <p>We will also complete any remaining paperwork, go through the volunteer handbook, and complete your volunteer agreement.</p>

<b>Trust Welcome</b>	The Trust welcome is online and lasts between 2 and 3 hours. The Trust welcome is attended by all new staff and volunteers and provides an overview of our Trust.
<b>Induction to the service you are volunteering in.</b>	<p>When you begin volunteering, your supervisor will complete a local induction with you. This is a checklist of things you need to be aware of that may be specific to the service you are volunteering in.</p> <p>This may include introduction to the team, supervision and support arrangement, a tour of the environment, local health, and safety arrangements i.e., fire exits, how to gain access to the environment.</p>

Please remember the volunteer service is here to support and guide you through the recruitment process.

If you have any questions or worries about the above information, please contact us by emailing [volunteering.penninecare@nhs.net](mailto:volunteering.penninecare@nhs.net) or phoning 0161 716 3365.

Thank you for taking an interest in volunteering with Pennine Care and we look forward to receiving your application.