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The Community Foundation
of the Bega Valley Region
www.mumbulla.org.au

VOLUNTEER RECRUITMENT POLICY

Policy number	**MF018POL**	Version	**1.0**
Drafted by	**Michael Pryke**	Approved by Board on	**21/07/2020**
Responsible person	**Michael Pryke**	Scheduled review date	**21/07/2022**

INTRODUCTION

The success of Mumbulla Foundation relies on its ability to attract the best volunteers available. Recruitment methods must be fair, efficient, and effective.

PURPOSE

The Staff Recruitment Policy has been established to ensure Mumbulla Foundation has the opportunity to attract the best volunteers for all vacant positions.

POLICY

Mumbulla Foundation is committed to providing high quality programs and services to our community. To support the achievement of this objective we recognise the importance of engaging the most suitable volunteers for all positions.

Mumbulla Foundation will ensure it has the best opportunity to attract the best available staff by broadly advertising (internally and externally as deemed appropriate) all vacant volunteer vacancies.

Mumbulla Foundation will take all reasonable steps to ensure that applicants may be safely entrusted with the duties of their position.

Mumbulla Foundation will internally advertise all vacant positions to current volunteers to encourage increased participation.

Mumbulla Foundation is committed to providing a work environment that is free from harassment and discrimination.

All recruitment and selection procedures and decisions will reflect Mumbulla Foundation's commitment to providing equal opportunity by assessing all potential candidates according to their skills, knowledge, qualifications and capabilities. No regard will be given to factors such as age, gender, marital status, race, religion, physical impairment or political opinions.

AUTHORISATION

Chair
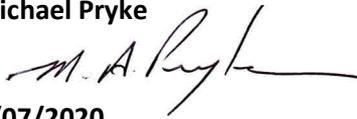
Name: **Michael Pryke**

Signature:

Date: **21/07/2020**

VOLUNTEER RECRUITMENT PROCEDURES

Procedures number	**MF018PRO**	Version	**1.0**
Drafted by	**Michael Pryke**	Approved by Board on	**21/07/2020**
Responsible person	**Michael Pryke**	Scheduled review date	**21/07/2022**

RESPONSIBILITIES

It shall be the responsibility of the **Chair** (or a delegated authority) to implement this policy and to monitor its performance.

It is the responsibility of **all** to ensure that:

- They are familiar with the recruitment policies and procedures, and that they follow them accordingly;
- All roles have current position descriptions that specify role requirements and selection criteria.

PROCEDURES

Pre-Recruitment Activities

When it becomes necessary to recruit for a position, Mumbulla Foundation should carefully consider the requirements for the position, and the key selection criteria including skills, experience and qualifications.

If no position description exists for the available position, or if it requires revising, this is the responsibility of the Mumbulla Foundation. Selection criteria will be drawn up based on the basis of a position statement.

Prior to commencing the engagement process, Board approval is required.

External Advertising

Where a position cannot be filled internally or where it is appropriate to conduct an external recruitment campaign, the available position should be advertised through relevant networks, on relevant websites, and through local employment services.

Volunteer positions will be advertised as widely as deemed reasonable.

All advertisements must be approved by the Chair.

Use of Recruitment Consultants

Mumbulla Foundation does not use external consultants.

Screening Applicants

Resumes must be screened against the position description so that assessments can be made of their suitability for the specific role. Applicants who are assessed as suitable will then be selected for interview.

Where appropriate, but particularly in positions of financial responsibility or in dealing with vulnerable clients / children, police checks may be arranged. Police checks shall be arranged only with the consent of the applicant concerned; however, if consent is refused this shall be taken into consideration in the selection process.

References shall be sought, where appropriate, as set out in the organisation's References Policy. Previous employers and referees shall be contacted, and transcripts, qualifications, publications and other certification or documentation shall be validated.

Any checks which may form part of the selection process should be conducted prior to issuing an offer of employment or voluntary role.

Conducting Interviews

The short-listing and interview process will be conducted by a selection panel which will be appointed by and will include the Chair or their nominee.

If any member of staff finds that they are assessing any applicant where there is a perceived or actual conflict (eg. Where the applicant is a family member, friend or past colleague) they shall declare the perceived or actual conflict to the panel.

Reference Checking

The Board is to ensure that, where possible, a minimum of two reference checks are conducted prior to an offer of employment being extended to a candidate.

Details of the reference checks should be attached to the candidate's application for future reference.

Records and Correspondence

Letters/emails of acknowledgment should be posted to all applicants prior to the short-listing of final suitable applicants.
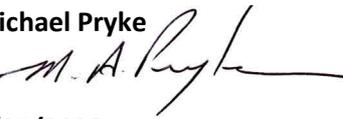
Applicants who do not meet the key selection criteria and are not suitable to be short-listed for an interview should be sent a written letter advising them that their application has been unsuccessful.

AUTHORISATION

Chair

Name: **Michael Pryke**

Signature:

Date: **21/07/2020**

INTERVIEW GUIDELINES

The purpose of an interview is to provide and obtain information that will assist in making a decision about a candidate's suitability.

Whilst each interviewer will develop their own interviewing styles, there are a number of essential characteristics of an interview that must be present in all interviews.

Prior to Conducting the Interview

Review the candidate's resume before commencing the interview. This will help you feel more comfortable when the candidate arrives.

Review the similarities or differences in qualifications relating to the performance factors of the job, including:

- education or basic paper qualifications for the job;
- related work experience and areas of specialisation;
- additional experience (such as special interests or volunteer activities) in which the candidate might have developed skills related to the position.

Conducting the Interview

Asking questions is an important part of the interviewer's role; it is not, however, their only responsibility. A good interviewer must also:

- reduce communication barriers;
- maintain control of the interview;
- ensure that the candidate reveals what the interviewer wants to know, not simply what the candidate wants to tell; and
- create a friendly, conversational atmosphere.

Having the candidate respond to questions and prompts will encourage them to do most of the talking while the interviewer ensures that all relevant topics are covered. The interviewer may be required to ask a question a second time by re-phrasing it or by returning to a particular topic at a later point in the interview.

While each interviewer develops a particular style, the following steps provide a useful guide to the structure of an interview.

Step 1: Set the Stage

It's important to create an interviewing environment that allows a candidate to put their best foot forward. An interviewer will be able to gain more information in a comfortable setting and the candidate will be left with a favourable impression of the organisation.

- Make arrangements for a private meeting room in which to conduct the interview.
- Do not allow interruptions (e.g. telephone calls etc.).
- Interviews are more comfortable if conducted in an informal "around the table" setting rather than across a desk, particularly when more than one interviewer is involved. Position the candidate so that they can comfortably direct conversation to anyone in the room.
- Introduce yourself and all members of the interview panel to the candidate (the panel members may prefer to introduce themselves).
- Body language should be relaxed and open.
- Be friendly and courteous throughout the interview. The tone should be like a slightly structured conversation.
- Sometimes it helps to begin by entering into a general conversation, for example talking about the organization and then asking the applicant to give a summary of their background.

Step 2: Outline the Agenda

Outline for the candidate the structure that the interview will take. This will help them to relax and will put the interviewer in control of what is to follow.

- Identify areas to be covered (e.g. the duties and responsibilities involved in the role; the candidate's education and experience and how they relate to the position; the use of hypothetical situations).
- Suggest the length of time that the interview is expected to take, and any additional time that might be spent touring the work site etc.
- Provide the candidate with a description of the duties and responsibilities of the job and an overview of the workings of the organisation.
- Avoid confusing or overly technical language. Don't oversell the job or mislead the candidate about the actual duties and responsibilities involved or the future growth expectations of the position.
- Advise the candidate that there will be an opportunity later in the interview for them to ask questions or add information that may not yet have been covered.

Step 3: Gather Information

Following core questions will provide structure and should take up most of the interview time; however, some flexibility is necessary to allow for follow-up questions and for questions that will arise out of each candidate's documentation. This helps to create a comfortable, relaxed tone.

Listen for evidence of both positive and negative behaviour and focus on one specific performance factor at a time. Analyse how well those behaviours and skills would carry over to the position.

The interviewing process may take some time to master, but it can be extremely effective. Probing is particularly necessary when there are gaps in the candidate's life/work history, when inconsistencies appear or when the candidate changes the subject or is evasive.

Step 4: Welcome Added Information and Answer Questions

In the later stages of the interview, the candidate may have specific questions about the job, department or the organisation itself. A detailed discussion should be reserved until this point, so that the candidate won't simply tailor their answers to suit the position. This is a good time to probe for more detailed information, such as:

- "Now that I've described the job, do you have any relevant skills that we haven't yet heard about?"

Thank the candidate for coming to the interview and explain the time frame for decision-making and what the next step in the process will be.