# V-Aid (Victual Aid)

# Volunteer Recruitment & Selection Policy



**Volunteer Recruitment & Selection Policy**

**approved by Trustees on 18/12/25**

**The policy will be subject to an annual review.**

**Signed:** _(Christin Lau on behalf of Trustees)_

# Volunteer Recruitment & Selection Policy

Subject to meeting mandatory requirements, all volunteers are welcome.  We particularly welcome volunteers from the black and ethnic minority communities.

This policy details our procedures and will be applied, as appropriate, to help each volunteer find the role he/she would most enjoy, and which will enable him/her to contribute most to our work.

That may range from a substantial time commitment and a requirement for professional qualifications and in-depth experience, to simply a willingness to join in and help out.

## Promotion

Ways in which people can be made aware include promotion:

- Via websites, such as funders, local community groups and foundations.

- Social media – either groups relevant to our activity, or local town/village/community groups.

- Posters in village/town, churches or mosques, doctors' surgeries and shops.

- Through networks of those who come into contact with potential beneficiaries, such as relevant statutory services and charities.

For some groups, we may provide information a different way, such as an additional language, or to make these accessible to people who have disabilities.

## Engaging Suitable Personnel

V-Aid acknowledges the unique contributions that veterans and other professionals can make to our mission. We are committed to engaging those who not only meet our mandatory requirements but also bring the invaluable skills and experiences which may of been gained from their military, emergency service or professional backgrounds. Our recruitment process includes:

### Assessment of Professional, Military/Emergency Service Experience:
Evaluating the depth and relevance of their experience to ensure it aligns with the needs of our emergency food aid missions.

### Health and Well-being Check: Ensuring that the veterans and all applicants  are
physically and mentally prepared for the, at times, demanding nature of disaster response work.

### Skills and Training Evaluation: Identifying specific skills, some acquired during service,
such as logistics, leadership, or crisis management, and assessing their current training levels.

**Refresher Training and Induction:** Providing comprehensive refresher courses and induction programs tailored to our operational needs and to help veterans transition their skills effectively to humanitarian aid contexts.

**Ongoing Support and Development:** Offering continuous support and opportunities for personal and professional development, ensuring that all feel valued and can grow within our organisation.

By incorporating these steps, V-Aid ensures that the veterans and professionals we engage are not only suitably qualified but also receive the necessary support and training to excel in their roles and make a meaningful impact through our missions.

## Recruitment

All potential volunteers will be interviewed.  We follow safer recruitment practices in that we:

- Inform candidates of our commitment to safeguarding those in our care.
- Plan our recruitment timeline to ensure we have enough time to vet each candidate.
- Explain that volunteers have to undergo strict vetting procedures before appointment.
- Carry out pre-employment checks, including DBS checks, qualification checks, reference checks and identity checks.
- Ensure volunteers are appropriately trained for their duties.

If working in a professional capacity, you must have up-to-date relevant training and undertake refresher training every 2 years.

We encourage all volunteers working with vulnerable people to undertake training.

Everyone working with vulnerable adults or children will be supervised.

## Induction

Checks and administration, including policies and procedures.

- Induction into our safeguarding procedures and:

   If applicable, relevant DBS checks and any safeguarding training required.

- Relevant identity and right to work checks.
- Welcome and induction into our work, by a team member.

- Welcome and induction and/or on-the-job training for their role, by a team member from that area, including food handling, security procedures and health & safety at work, such as fire procedures, as applicable.

- Ongoing support and mentoring, and refresher training, as required.

# Selection

## Mandatory Requirements

- A commitment to our work.

- A desire to help and be kind to others.

- Sufficient time/flexibility to be able to carry out his/her role.

- Where a role specifically requires professional qualifications, experience or accreditation, or other requirement, such as a licence to practice.

Those overseeing activities must undertake any necessary training in order to do so.  This may include:

**First Aid.**  Must hold Emergency First Aid at Work (EFAW) and, ideally, First Aid At Work qualification and undertake refresher training as necessary.

**H&SW.** A minimum of IOSH Working Safely or NEBOSH Safety Simplified and, ideally, IOSH Managing Safely, or similar qualification.

**Food Handling & Preparation.**  If volunteering on an ongoing basis or handling high risk food, we may require you to undergo training.

- Food handlers - the equivalent to level 2 in food safety and hygiene
- Supervisors and managers - at least level 3 in supervising food safety and hygiene.

We will provide or provide access to any relevant training and refresher training.

## Desirable Skills and Experience

- Knowledge of, or experience of working in a charity, or role relating to your volunteering role.

- Relevant professional qualifications or experience.

- Ability to work independently and as part of a team.

- Strong interpersonal and people management skills.

- Good verbal communicator, able to get on well with people and to ask questions positively.

## Driver Volunteers

- Must hold all relevant licences and any permits for the type of vehicle and countries to be travelled through.

- Ideally able to speak more than one language, or be quick to pick up and learn local phrases and have access to translate Apps.

- An understanding of the customs procedures and paperwork for the countries to be travelled through.

- A good understanding of the UK customs regulations relating to transporting supplies in support of a crisis.

- Must be at least 18 years old, confident and sufficiently self-reliant to managed unexpected problems, such as break downs or customs hold ups.

## Overseas Activities

- Relevant management and planning experience, at least at SNCO or team leader level.

- Relevant breadth and depth of military or emergency service experience, and professiona qualifications to be able to deliver the relevant role, including training, if applicable.

- Ideally able to speak local language(s).

- Confident and capable enough to work in potentially very basic conditions.

- Aware of and sensitive to local cultural needs.

- Ideally. additional skills relevant to the project, such as project management or first aid experience.

- All relevant NHS vaccinations that are in date.

- No significant medical conditions that may require medical attention, which may not be available.

## Exceptions

We welcome anyone who wishes to volunteer to help us but there are some circumstances where this may not be possible.  For example:

- You must have the right to work in the UK and for some visitors to the UK (on visas), asylum seekers and refugees this may not always be the case, or.

- The role you would like may require experience or professional skills you don't have, and for some roles, there may be specific legal requirements that we must meet.

We should stress that there are only a few occasions when this might apply, and we will always do our best to find a way to welcome you into our charity.

# Regulatory Guidance

Charity Commission: How to manage your charity's volunteers.

Fundraising Regulator: Volunteers.

Health & Safety Executive: Volunteering – how to manage the risks.

Gov.UK - DBS checks: guidance for employers.