



Policy Statement

Air Ambulance NI recognises the immense value volunteers bring in achieving the charity's aims and objectives, in terms of both outreach in the local community and in assisting with fundraising activities.

We welcome volunteer applications from all areas of the community and are committed to ensuring that our volunteering opportunities are free from discrimination on any grounds. Our volunteers choose AANI for many reasons, bringing their individual experience, skills and dedication to the roles.

The AANI Volunteer Coordinator is responsible for the recruitment, management and deployment of volunteers as and when required.

Purpose and Scope of the Policy

This policy sets out our approach to recruitment and selection of volunteers, aiming to ensure:

- A standard approach for the recruitment of all volunteer positions
- Volunteer positions are filled with the best possible candidate/s
- All selections are fair and equitable/based on merit
- Recruitment and selection processes adhere to the Equal Opportunity Policy
- We demonstrate commitment to equality, diversity and fairness

The policy refers to the recruitment of all volunteers.

Volunteer role descriptions

All volunteer positions must have role descriptions.

A role description outlines volunteers' tasks and provides a profile of the skills and experience required. In addition, role descriptions establish expectations and identify where the volunteer can add value to our work. It will also help in managing the volunteer once recruited.

Air Ambulance NI currently has 3 volunteer roles, each with its own description:

- Community Ambassador
- Collection Box Coordinator
- Casual Volunteer

AANI Volunteer recruitment process

The following practical guidelines are designed to assist when appointing new volunteers to both new and existing volunteer positions.

Publicity

A wide range of publicity tactics will be used to attract volunteers from a diverse range of backgrounds. These should target potential volunteers from a variety of age groups, social, ethnic and religious backgrounds in line with the charity's equal opportunities policy.

Publicity should seek to target those already familiar with the charity as well as new contacts.

Methods selected will be selected as appropriate to the volunteering opportunity, and may include:

- The Air Ambulance NI website
- Air Ambulance NI social media channels
- Outreach to existing supporters – fundraisers; Club AANI members; patient families – via our regular communications channels
- Inclusion in awareness talks and presentations to social, professional, sporting or workplace groups
- Volunteer Now's Be Collective app
- Targeted outreach in specific geographic areas or in relation to specific events

Where appropriate we will link with specific partners to target specific groups in line with our aims to ensure a diverse volunteer pool.

Enquiries

Enquiries can come from various sources including website forms; telephone calls; in person at an event; or through staff contacts.

All enquiries should be passed to the Volunteer Coordinator with details, including, as a bare minimum, a contact name and telephone number. Other information collected at this stage may be source and date of contact; reasons for interest in volunteering; type of role in which the person is interested.

Recruitment Procedure

The Volunteer Coordinator will progress recruitment as follows:

STEP 1 - Factfinding

The Volunteer Coordinator will agree a mutually convenient time to facilitate a telephone call with a prospective volunteer. During this call the Volunteer Coordinator will cover the following points

- Introduction to AANI
The service and charity; The role of Northern Ireland Ambulance Service
- Volunteering Roles available
A brief summary of the role descriptions; Skills required; Types of tasks
Boundaries within role; Representing the charity; What it means to be an AANI

volunteer

- Why the individual wants to volunteer for AANI?
Passion, experience, to meet new people...; Any connection to AANI – patient family?
- Any previous volunteering experience they have
What was the role?; Did they enjoy it?
- Assessment of their strengths / what they can bring to AANI
- Which role(s) the candidate is interested in
- Skills and qualities needed for the role(s) as outlined in the role descriptions
- Any questions the candidate may have about AANI / the volunteer roles
- The need to provide 2 references
Not a relative or AANI staff member, and known for more than 3 years
(NB Not required for casual volunteers)

Notes from this meeting are stored on the appropriate volunteer file. Details are also added to the Volunteer Directory (Ongoing Applications)

STEP 2 – Application

Volunteers are required to complete the application form relevant to the role they are interested in. A Recruitment Pack (including background information, relevant role description(s), application form and Equality Monitoring Form) is issued via email. If email is not suitable the pack will be posted.

Note:

- There are 2 application forms: Community Ambassador / Collection Box Coordinator; Casual Volunteer.
- If the individual is under 18, their parent/guardian will need to complete the relevant form and return to us directly.
- If an application form is not returned within 10 days of issuing the Volunteer Coordinator will follow up with a telephone call.

STEP 3 - Assessment

On receipt of the application form the following steps will be taken:

Community Ambassador

- References checked
- Decision on suitability
- Outcome Communicated

Collection Box Coordinator

- References checked
- Decision on suitability
- Outcome Communicated

Casual Volunteer

- Decision on suitability
- Outcome Communicated

NOTES:

- The assessment will be based on the role requirements and the individual's suitability and ability. All applicants will be treated equally.
- No decision will be taken which cannot be objectively justified.
- Reference requests will be issued by the Volunteer Coordinator. If references are not received within 2 weeks of this request the Volunteer Coordinator will refer this back to the applicant for follow up.
- If the individual is unsuitable, the reasons will be explained to them by telephone and they may be referred to Volunteer Now for a more suitable role, if appropriate

STEP 4 – Induction and Training

Once a successful application has been processed all volunteers will be invited to an Induction session specific to their role(s). This is followed by any relevant training.

Community Ambassador

- Induction session
- Individual training with AFM
- ID badge issued

Collection Box Coordinator

- Induction session
- Individual liaison with Volunteer Coordinator
- ID badge issued

Casual Volunteer

- Induction Session
- Event rotas circulated as required
- Event ID issued as required

NOTES:

- Induction sessions will take place within a month of communicating a successful application. Depending on the number of applications ongoing, this may vary from case to case.

Air Ambulance NI does not at this time undertake Access NI or any other criminal record checks.