Selecting Volunteers – How and When to Say No

Given the difficulty of sourcing and obtaining volunteers there is sometimes a tendency to say yes to anyone who applies but this can lead to difficulties further down the line.

Part of Safer Recruiting requires a clear Role Description to be sent to the volunteer and this must set out what is required of the applicant. It seems obvious but checking this at the informal interview stage is therefore important. If they do not have the required skill set then you may have to re-route them to another role or simply politely reject them.

However, sometimes people who may not fit slip through the process so it is important to keep tabs on new arrivals.

Fitting in to the team is extremely important and someone who is perfectly able may simply cause a personality clash and upset the balance of a group. Checking with the new volunteer’s Team Leader then may quickly establish if there are any potential difficulties which may need to be managed. This might simply be switching the new person to a different group or looking for alternative roles.

Ensuring that your new volunteer is happy is equally important so periodic checks should be made and any notes added to the personnel file.

Having a volunteer trial period is sensible so any unsurmountable issues can be resolved with the minimum of angst.

Ultimately, it comes down to effective monitoring and evaluation.