



## Recruitment and Referral of Volunteers

### SUMMARY PROCESS SHEET FOR MEMBER ORGANISATIONS

1. The member organisation will open a position/s with Volunteering Waikato
2. Volunteers will either be referred by our Interviewers, or directly from our website, giving your organisation their contact details
3. Volunteers contact details can be found on our website by your organisation logging in, for volunteers referred by Interviewers, details will be on the website within one week
4. Volunteers are informed that your organisation will contact them within a few days – our expectation is that referred volunteers are contacted within five working days of referral, however we suggest that you contact them sooner if possible
5. Your organisation will follow its own process regarding recruiting volunteers, eg interview, references, police checks, and the final decision to place a volunteer rests with your organisation. Online applications have not been formally interviewed by Volunteering Waikato.
6. As soon as an outcome of the referral is known, log back in to the website and update the outcome for each referral – Matched or Not Matched. You can also email or phone us with this outcome
7. For volunteers who are waiting to enter a training programme, you can enter the outcome NDAT (No Decision, Awaiting Training), however you will need to change this to Matched or Not Matched as soon as your training begins.
8. You will be sent an automatic email around 7 days after the referral, reminding you of the referral, and double checking that you received the initial details
9. If there is no outcome (Matched, Not Matched or NDAT) 14 days after referral, you will be sent another email reminding you that this is outstanding
10. If there is no outcome within 30 days of referral, you will be sent a weekly 'nag' email until you enter an outcome.
11. The 7, 14 and 30 day emails are automatically generated by our system, and will cease as soon as an outcome for that volunteers is entered
12. We reserve the right to close positions where there is an excessive number of outstanding referrals that are more than two weeks old
13. It is essential that you close the position as soon as you have enough volunteers to avoid disappointment for other volunteers

***PLEASE REMEMBER: When a volunteer is not followed up in a timely manner, it reflects poorly on our service as well as yours, and this often results in the potential volunteer withdrawing their offer. They are offering to give you their time, please ensure they are treated with due care and respect.***