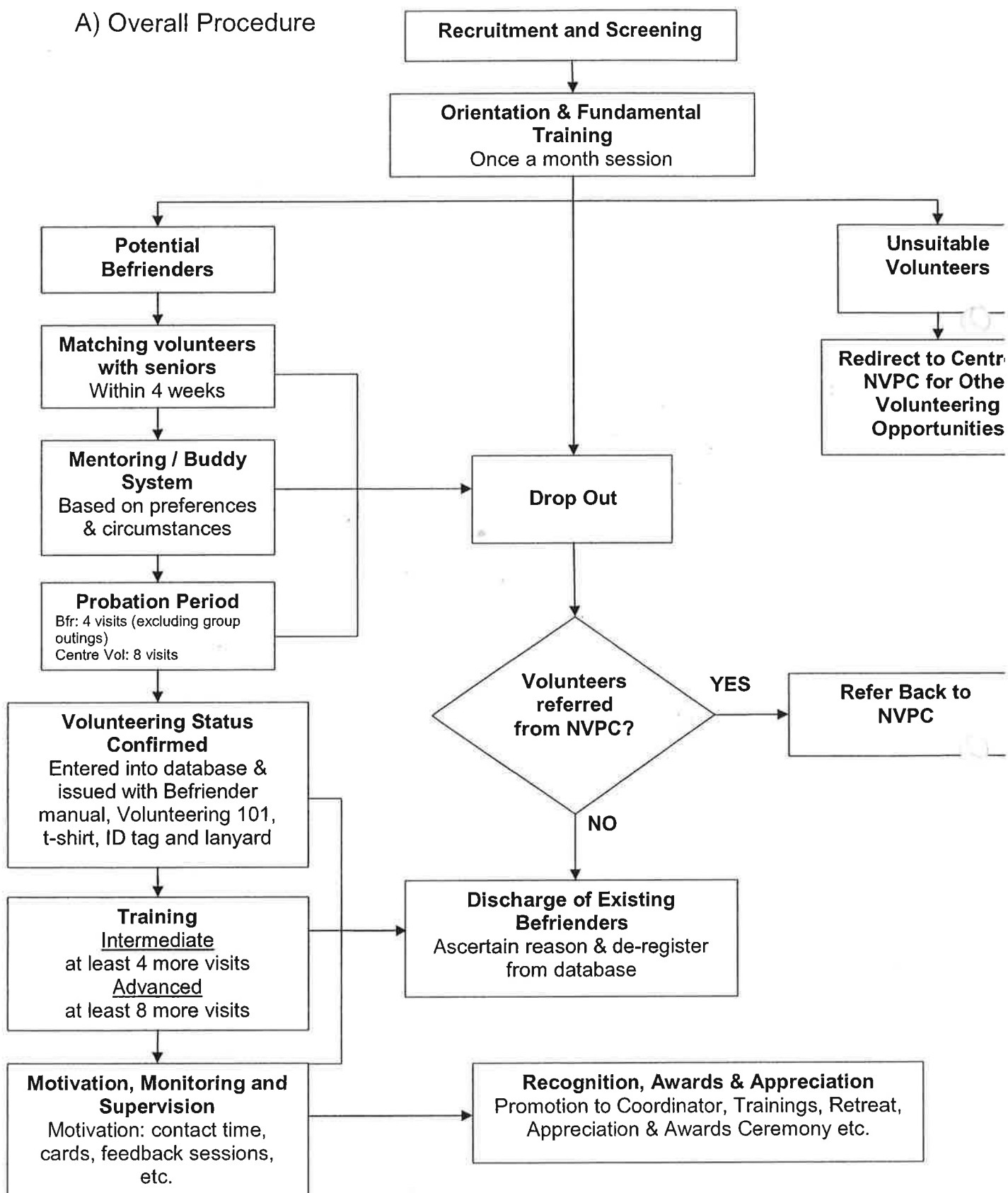


## ANNEX 8: RECRUITMENT PROCESS

### A) Overall Procedure



## B) Screening of volunteers

The purpose of a screening component in the VMS is to enable a better match between the capabilities of a volunteer and the task assigned. This ensures that manpower resources are utilised effectively.

LB adopts a four-tier screening process:

### i. Telephone Interview

The aim of the interview is to share basic information pertaining to the organisation, explore suitable volunteering opportunities and communicate the basic requirements for each assigned volunteer task. This interview is carried out because most volunteers are usually unsure about LB's mission at the initial stage. An appointment for the prospective volunteer to attend the Orientation will only be made if the latter agrees to volunteer with LB.

\* If found unsuitable, do suggest other avenues/ organisations in which they can offer a hand.

### ii. Orientation

At this stage, more detailed information on LBSA and volunteering opportunities is disseminated to the volunteers. The Orientation, which allows LB staff to meet prospective volunteers in person, serves as the second tier of the screening process. This is because prospective volunteers upon receiving the information during Orientation may reassess their interests and motivation and likewise, LB staff may also screen out prospects that are unsuitable.

### iii. Volunteer Application Form

This Application Form (refer to Appendix 2A) is another means in which LB staff assess the suitability of volunteer applicants. Through the information provided on the form, LB staff will be able to detect applicants that may not be suitable for volunteering. Staff may also ask for feedback from other organisations in which the prospective volunteer has rendered his/ her services.

In addition, the declaration section also helps to sieve out unsuitable applicants. For those who made a mental/ physical medical declaration, we would request for the volunteer's attending physician's contact details and obtain permission to get an endorsement from the latter (refer to Appendix 2B)

\*For volunteers who are 65 years and above, the declaration has to be made once every 3 years to review their suitability to the volunteering task in view of changing health conditions.

### iv. Probation

This is the last stage of screening. As volunteers embark on their tasks, both LB staff and volunteers would evaluate the job fit.

## C) Matching of volunteers to seniors

### DEFINITION

Matching is the critical process of linking volunteers to appropriate tasks. A BE will carefully consider the various factors that may compromise a successful matching.

Equal attention will be given to the interests and goals of the volunteer as well as the requirements of the task. Other considerations like proximity between BFRs and VS's homes, previous experiences, age, gender, cultural differences and communication medium should also be noted. Refer to Matching Guideline (Appendix 2C).

### MATCHING PROCESS

#### i. Providing adequate information on the assigned task/ senior

Volunteers are furnished with information on the assigned task/ senior that is being befriended so as to make an informed decision on his/ her readiness to undertake the task/ befriend the senior.

#### ii. Clarifying expectations

As volunteers are introduced to the task/ senior, expectations and responsibilities of the volunteering position will be explored. The BE will also go through their job description form with each volunteer before the latter sign on it.

#### iii. Re-emphasising the organisation's goals and direction

It is important for volunteers to subscribe and uphold the mission and credo of LBSA and work towards achieving its objectives.

Matching can also be performed by a BE, CMV, CVL, BFC, BSC and/or BFR.

## D) Buddy /Mentoring System

The Buddy/ Mentoring system is only applicable for those volunteers who are involved in the Befriending Programme.

### DIFFERENCE BETWEEN BUDDY & MENTOR

**Mentor** In a BFR's preferred location for Befriending, there may exist established groups of seasoned BFRs who are regularly visiting the seniors. As such, new BFRs are able to join these groups where the more experienced BFRs can serve as a mentor to them

**Buddy** When it is not possible to pair a new BFR and a more experienced BFR/ BFC/ BSC, LB staff may endeavour to pair 2 new BFRs together. In such a scenario, each BFR act as a buddy to the other.

The roles of the buddy are as follows:

- Provide emotional support in times of crises/ emergency
- To be a source of motivation when the going gets tough
- Help ensure safety during home visitations
- Ensure accountability of work that is carried out

The same principles that are highlighted under the matching stage are also applied here when the BE tries to match buddies together.

## E) Probation

### PURPOSE

All volunteers have to go through a probation period. The probation period serves as a useful screening tool for both the volunteer and LBSA. It provides the opportunity for the volunteer to have hands-on experience on the volunteer task assigned and on the other hand, for LB staff to evaluate the suitability of the volunteer.

### DURATION

- Befriending Programme: 4 visits (excluding outings)
- Outreach Programme: 8 activity sessions (excluding outings)

### POSSIBLE OUTCOMES

Some possible outcomes at the end of the probation period include:

