

# Volunteer Guide to the Retail Recruitment Process

1.

- **Application:** *Thank you for your interest!* Please ask for the application form and role description from the shop manager, or download from our website: [www.ayrshirehospice.org/join-team/staff-recruitment/current-vacancies-volunteers](http://www.ayrshirehospice.org/join-team/staff-recruitment/current-vacancies-volunteers).
- Please **return completed form as soon as you can** to the shop manager or by email to [recruitment@ayrshirehospice.org](mailto:recruitment@ayrshirehospice.org).

2.

- **Interview:** If your application fits the requirements, you will be invited for an interview. **The interview will take place within two weeks of submitting your application.** Following interview you will be told if you have been successful.

3.

- **Disclosure:** Successful candidates will then be asked to complete Disclosure Scotland paperwork. **Please return it to us within 7 days with the required ID** - we will then send the form away for processing. *Please note, it can take 3 to 6 weeks for Disclosure Scotland to process. There is no cost to you.*

4.

- **References:** We will also be following up your references - **prompt replies from referees are really helpful here! Please include their email address if at all possible.** Referees should have known you for at least two years - but not family.

5.

- **Online Induction:** You will be asked to complete an online induction - please ask if you need support with this, it can also be done at the hospice or the shop. **Please complete within 5 days.**

6.

- **Meanwhile,** you could be offered a maximum of two 'shadow shifts', a chance to visit the shop and observe to see if the role is what you are expecting. This is optional but is often helpful.

7.

- **Agreement:** Once we have your references, the Disclosure Scotland certificate and you have completed your induction training, **we issue you with your Volunteer Agreement. Please return a signed copy to us as soon as possible.**

8.

- **Start Date:** Once we have your Volunteer Agreement, we can then let your new manager know that your recruitment is complete, and **your manager will contact you to arrange a start date.**

9.

- **Badge and Shop Induction:** Your manager will organise an ID badge for you and talk to you about induction into your role. Please let your line manager know of any concerns about your role, they are there to support you.

10.

- **Welcome!** *You are now part of the Ayrshire Hospice staff, and thank you for choosing us. We hope you will enjoy your time here, helping to 'Make Today Matter'.* You will be invited to a New Starter event at the Ayrshire Hospice in Ayr soon after you start, and induction will continue at the shop.

If you have any queries about the process, please contact the shop manager directly or speak to the Ayrshire Hospice Volunteer Development Adviser on 01292 269200