

Recruitment & Interviews

A welcoming recruitment process helps people feel valued, understood and ready to take the next step.



Good conversations
create confident
volunteers



Essential Actions

- ☐ Clearly explain interview or meeting expectations in advance
- ☐ Share who will be there, how long it will last and where it will take place.
- ☐ Provide details about the location and access (including virtual access if online), a photo of the building can be helpful
- ☐ Explain the topics likely to be discussed
- ☐ Allow volunteers to bring notes or prompts if that helps them
- ☐ Focus on strengths, values and support needs - not "selling yourself"
- ☐ Offer informal alternatives where appropriate (e.g a chat instead of a formal interview)
- ☐ Give opportunities for applicants to ask questions
- ☐ Provide realistic timeframes for decisions and DBS / onboarding stages
- ☐ Avoid surprise tasks or pressure-based questioning
- ☐ Suggest clothing if practical / outdoor activities are included (e.g boots, wellies, waterproofs)



Good Practice

- ☐ Offer a visit or informal meet-up before starting
- ☐ Provide photos and names of key people beforehand
- ☐ Introduce volunteers gradually rather than spotlighting them publicly
- ☐ Offer buddy systems or peer introductions
- ☐ Share all information in advance, including any paperwork
- ☐ Ask how people prefer to communicate and receive feedback
- ☐ Be flexible and responsive to access needs and preferences



Reflective Questions

- ☐ Does this process help people feel welcome, valued and understood?
- ☐ Would someone know exactly what to expect before, during and after the meeting?
- ☐ Are we creating unnecessary social or sensory overwhelm?
- ☐ Are we valuing authenticity over performance?
- ☐ Does this process make it easy for people to ask for support or adjustments?



Small changes make a big difference

A positive recruitment experience creates confidence and sets the foundation for a great volunteering journey.



Cup-O-T:
Wellness and Therapy Services.