

Staff and Volunteers recruitment, induction, and training

STAFF RECRUITMENT

All new IWSB staff follows our recruitment, application and induction procedure which follow current both legal and best practise requirements.

All contracts, policies and terms of employment are set using our HR contract with Peninsular HR. This ensures that HR items remain current and follow best practise. All hours worked in excess of contract hours and all holiday taken is logged through the Bright HR online system.

We operate a rigours recruitment process guided by our written recruitment policy which required the following:

- Candidate Applications: Applications are only considered on the full IWSB application form,
- Application forms are offered to all potential candidates, and they are asked to complete by them. It is noted that CV's can lead to inconsistent application and therefore candidates are all asked to complete our standard form.
- A copy of the 2020 strategy
- An organisational chart
- Detailed Job description
- Person Specification detailing experience, qualification, attitude and aptitude needed.
- How to Apply using our standard application form only. It requires any gaps and reasons for leaving are covered.
- Terms and conditions of employment
- Reference request from the current employer and at least one other reference from a professional relationship.
- DBS policy requirements for the role

Application pack

A pack is created for all roles and will contain as a minimum.

Interviews

The panel consists of a minimum of 2 Trustees, together with the plus CEO with pre-set questions are designed to fully assess candidates. The panel may then ask series of tasks are set to validate capability.

For confirmed candidates' references will be sought prior to work commencing however , original certificates and DBS checks will be applied for and due to the length of time to obtain, continued employment will be subject their clearance.

Chosen Candidate

All employees will be issued with a contract of employment, detailed job description and employee policies within 14 days of starting which is required to be returned signed with 28 days. Probation period are set to assess real life working practises.

STAFF INDUCTION

All new staff must complete the IWSB induction across all areas. This will contain a minimum off:

- security
- fire safety
- first aid
- health & safety general
- risk assessments
- vulnerable adults & children
- customer care
- equality, diversity & access
- personnel matters
- buildings & grounds
- Policy & procedures - how it works
- Sight Loss conditions video
- How to interact with VI people handout
- Employee procedures - see contract
- Job description
- Reports, emails and phone Style Guide
- Data protection
- Daily duties
- Additional training as courses arise.

STAFF TRAINING AND DEVELOPMENT

IWSB fully supports the training and development of its staff and volunteers through the provision of appropriate resources and opportunities to ensure that they have the right skills and knowledge required to be successful in their roles.

All staff (and where appropriate trustees) will be required to attend regular team meetings for the purpose of ensuring that they are up to date with current projects and initiatives.

The team meetings will provide an opportunity for staff who have attended staff/professional development sessions to share information and good practice with the wider team.

All staff and where appropriate volunteers are required to attend mandatory training which has been provided for legal or regulatory reasons e.g., safeguarding, equality and

diversity and health and safety. These sessions will ensure that employees comply with legislative and regulatory requirements.

The CRM system Charitylog is used to monitor training requirement for each role and that staff remain in date with all relevant training. It is part of the role of the Seniors managers to maintain the legislative training requirements and monitor adherence to them by individual staff. Any exceptions are reported immediately to the CEO and alternative means found to perform duties until and shortfall is made up.

Further all staff are required to attend at least annual, usually twice annually, training with all the other organisations we make referrals to so that they fully understand what services are offered by all of these organisations and how to refer people to them.

Finally, staff are required to attend training in communication methods which our service users may use, this includes the use of plain language, sizes of font for different conditions, production of audio versions of information and how to convert items to braille for ease of read.

STAFF APPRAISAL

The CEO holds a minimum of twice yearly formal 1-2-1 appraisals with staff in which pre-set questions are given in advance to staff to ensure all aspects of HR is covered. The meeting offers a clear two-way communication process between each individual members of staff and the CEO. Appraisal are written up with goals, strengths and weaknesses identified recorded and plans set to further them.

STAFF SUPERVISION

Our current CEO will oversee the whole Charity with delegation when other senior managers are in post.

Bright HR holds all staff initial information and on-going training records. for each member of staff.

STAFF FEEDBACK

This is covered in the Quality Policy.

VOLUNTEERS

RECRUITMENT

Volunteers must go through a recruitment process whereby:

- Completion of our standard application form
- Provide two written references preferably one from an employer.
- Undergo an interview with the Volunteers manager.
- Complete a trial period in their chosen role.
- Undergo all training required for their chosen role.

- Consent to a DBS check if the roles requires it

VOLUNTEER INDUCTION

All new volunteers must complete the IWSB induction across all areas. This will be tailored from the staff induction to their role they will complete.

VOLUNTEER DEVELOPMENT

IWSB fully supports the training and development of its staff and volunteers through the provision of appropriate resources and opportunities to ensure that they have the right skills and knowledge required to be successful in their roles.

The strategic aims of the Charity recognise that by investing in the whole team the reciprocal benefit to the Charity will increase more than proportionally. All volunteers are therefore asked if they have any specific training or development needs and these are within reason offered. All training that is mandatory for each individual role is monitored under the same system as the staff.

VOLUNTEER APPRAISAL

The Volunteer manager holds informal meetings with all volunteers when attending activities and at the quarterly volunteer update meetings.

Sue Bungey

Chair of Trustees

DATE: June 2026