



## 4. TIP SHEET 3: SELECTION PROCESS

Selecting potential volunteers involves the following steps:

### 1. REVIEW THE ROLE AND WHAT THE VOLUNTEER WILL BE REQUIRED TO DO

First, take a close look at what the role you are filling involves. Consider activities like driving, working under pressure, swimming, climbing, navigating, lifting heavy objects, training, teamwork, communication, interacting with stressed people, computer use, and cleaning or maintaining equipment.

A role description is a great place to start and job description templates for volunteer roles may be available within your agency. Otherwise, talk to other volunteers already doing that role and create a list of the tasks that make up their role, from the routine tasks to the unusual and one-off activities.

### 2. IDENTIFY THE SKILLS, KNOWLEDGE, ABILITIES, AND OTHER ATTRIBUTES THAT A PERSON WOULD NEED TO DO THAT ROLE WELL

Once you know what the role involves, you can start to work out what it would take to carry out those tasks. The knowledge, skills, and abilities or attributes that firefighters may need will be quite different to those needed by a radio operator in a marine rescue group. For example, if a role requires lifting heavy objects, the volunteer will need the ability to lift a certain weight. If a role requires driving, the volunteer will need a driver's license. If the role requires teamwork, the volunteer will need to be able to work well with other people.

As well as helping you to select the right volunteer for a role, this step will also help you to determine what sort of training someone will need once they start. Some skills can be learned through training.

### 3. DECIDE HOW YOU ARE GOING TO ASSESS THESE SKILLS, KNOWLEDGE, AND ABILITIES

How are you going to work out if the potential volunteer has what it takes?

There are a number of different tools to help you do this, including:

- » Looking at their resume,
- » Giving them a work sample test, and
- » Carrying out an interview.

Not every attribute should be assessed the same way, so you may need to use a combination of tools.

### 4. ASSESS ALL APPLICANTS ON THE REQUIRED SKILLS, KNOWLEDGE, ABILITIES, AND OTHER ATTRIBUTES

The next step is to assess applicants against the criteria you chose in Step 2. Regardless of which selection tools you decide to use, make sure that the process is fair for everyone:

- » Use the same selection tools and process for all applicants, and
- » Make sure the process does not indirectly or unfairly disadvantage certain groups of people (consider age, gender, ethnicity, disabilities).

Requiring people to complete a large part of the selection process online may disadvantage those who aren't as comfortable using technology.

Requiring a minimum number of years' experience would disadvantage younger volunteers who haven't had a chance to gain that experience yet.





## 5. DECIDE IF THE PERSON IS SUITABLE FOR THE ROLE OR CHOOSE THE MOST SUITABLE PERSON

Finally, you have all the information you need to make a decision. Consider:

- » Do they have the knowledge, skills, and abilities necessary, or do they have the capacity to learn them?
- » Are they aware of the requirements once they join and can they make the commitment?

At this point, it is important to evaluate the information you gathered as objectively as possible. It is tempting to choose a person because they are well-liked by the interviewers. But take the opportunity to compare the information you collected to the role descriptions that you have.

If someone doesn't tick a few important boxes, are they really suitable for the role, or could you offer them something else that better suits their attributes?

