



Transom Trust

RESIDENT PASTORAL SUPPORT VOLUNTEER (RPSV) RECRUITMENT PROCESS – V3 October'25

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Safe Recruitment policy (V3 October 2025)

1 Introduction

- 1.1 The purpose of this policy is to set out the minimum requirements of a recruitment process for the staff and volunteers of Transom Trust that aims to:
- attract the best possible applicants to vacancies;
 - deter prospective applicants who are unsuitable for work with vulnerable adults;
 - identify and reject applicants who are unsuitable for work with vulnerable adults.

2 Statutory Requirements

- 2.1 Where there are statutory requirements for the appointment of staff and/or volunteers with Transom Trust, they must always be met – while recognising that those statutory requirements will change from time-to-time.
- 2.2 Transom Trust can continue to recruit Christians as staff and volunteers as long as the requirements in Schedule 9 of the Equality Act 2010 are satisfied.

3 Recruiters

- 3.1 Subject to the availability of training and budget, Transom Trust will move towards a position in which at least one recruiter has successfully received training in safe recruitment procedures.

4 Inviting Applications

- 4.1 Advertisements for posts – whether in newspapers, journals or on-line – will include the statement: “Transom Trust is committed to safeguarding children and vulnerable adults. All postholders are subject to a satisfactory enhanced Disclosure and Barring Service checks for working with vulnerable adults.”
- 4.2 Prospective applicants will, as a minimum, be supplied with or given access to the following Transom Trust documents:
- Job/Role description and person specification;
 - Safeguarding Vulnerable Adults policy;
 - Safe Recruitment policy;
 - the selection procedure for the post.
- 4.3 All applications must be in writing (either on paper or by e-mail).

5 Short-listing and References

- 5.1 Short-listing of candidates will be against the person specification for the post.
- 5.2 Where possible, references will be taken up before the selection stage, so that any discrepancies can be probed during the selection stage. References will be sought directly from the referee. References or testimonials provided by the candidate cannot be accepted.
- 5.3 Where necessary, referees will be contacted by telephone or e-mail in order to clarify any anomalies or discrepancies. A detailed written note will be kept of such exchanges.

- 5.4 Where necessary, previous employers who have not been named as referees will be contacted in order to clarify any anomalies or discrepancies. A detailed written note will be kept of such exchanges.
- 5.5 Referees will always be asked specific questions about:
- the candidate's suitability for working with vulnerable adults;
 - any disciplinary warnings, including time-expired warnings, that relate to the safeguarding of children or vulnerable adults;
 - the candidate's suitability for this post/role.

6 The Selection Process

- 6.1 Selection techniques will be determined by the nature and duties of the vacant post, but all vacancies will require an interview of short-listed candidates.
- 6.2 Interviews will always be face-to-face. Telephone interviews may be used at the short-listing stage but will not be a substitute for a face-to-face interview (which may be via visual electronic link).
- 6.3 Candidates will always be required to:
- explain satisfactorily any gaps in employment;
 - explain satisfactorily any anomalies or discrepancies in the information available to recruiters;
 - declare any information that is likely to appear on a Criminal Records Bureau disclosure;
 - demonstrate their capacity to safeguard and protect the welfare of vulnerable adults.

7 Employment Checks

- 7.1 All successful applicants are required to:
- provide proof of identity;
 - complete a Disclosure and Barring Service application and receive satisfactory clearance;
 - provide actual certificates of qualifications;
 - complete a confidential health questionnaire;
 - provide proof of eligibility to live and work in the UK.

8 Induction

- 8.1 All staff and volunteers who are new to Transom Trust will receive induction training that will include Transom Trust's Safeguarding Vulnerable Adults and Lone Working policies and safe working practices.
- 8.2 Regular meetings will be held during the first 3 months of employment between the new staff or volunteers and the appropriate line manager or project leader.

The Trustees will review the policy every 2 years.

Approved by Trustees on: xx/10/2025

Signature on behalf of Trustees:



Next review date: xx/10/2027



Resident Pastoral Support Volunteer role

Overview

- This is a role for people whose passion and skills are working with vulnerable people, normally on a one-to-one basis.
- To care for the needs of the Residents in a structured way, with supporting documentation to demonstrate their progress.
- To provide housing-related support to Residents to enable them to maintain their license agreement, and to achieve their goal to live independently.
- It is important for someone in this role that you are happy sharing your faith with the Residents, and their friends and families.

Time commitment

- Two hours per week **in contact with, or providing support for,** your Resident.
- Minimum commitment of a year for the sake of the resident.
- At 10 months, you can inform the Operations Manager if you can commit for another 12 months.

The Role

- To support Residents to live as fully and independently as possible within the local community – providing appropriate: information; emotional, organisational and practical support – eg:
 - Teaching them healthy cooking and sharing meals together;
 - Attempting to reconnect or repair relationships with friends or family;
 - Assisting them in attending appointments;
 - Helping the resident develop life skills;
 - Assisting with conflict resolution;
 - Attending house meetings.
- To help Residents understand the house rules as set out in their license agreement.
- To identify Resident's support needs and, agree with them a support plan that ensures their needs are met.
- To make personal contact with, **or provide support for,** Residents for 2 hours per week, making timely entries in the Contact Log.
- To help Residents budget and manage their money (eg: support to open a bank account, and set up a direct debit to pay the Resident's Contribution to Transom Trust.
- To help Residents make the best use of their time – eg: organised sport or other exercise (Seaview run Bowls, and Football activities).
- To support Residents to secure and undertake voluntary work of an appropriate type.
- To help Residents access other training opportunities and paid work.
- To carry out support reviews as and when necessary due to the changing needs of the Resident.

- To organise and provide appropriate support for residents preparing to move onto greater independence, including support through the move and resettlement into their new home.
- To help safeguard Residents from abuse, and support them when they are distressed.
- To help Residents liaise with other housing, health and social care professionals, plus benefits, welfare and advocacy agencies, and other landlords as needed.
- To provide spiritual input to the lives of Residents (if they agree) – eg:
 - Praying with Residents;
 - Running an appropriately aimed Bible study;
 - Inviting them to church or other Christian events.
- To ensure compliance with Transom Trust’s policies and procedures.
- To liaise with other pastoral support volunteers, project manager and trustees, so that the volunteers feel part of a bigger and supportive team.
- To, once experienced, interview and assess new potential Residents using Transom Trust’s Referral process.



Charity Number 11969244

Pastoral Support Volunteers needed

To provide one-to-one support to an adult male Resident in our supported housing in Bexhill or St Leonards



Calling all Christians who are:

- Ready to play your part in addressing homelessness?
- Encouraged & motivated to make a real difference in the lives of people who want to make a fresh start?
- Available for 2 hours a week?
- Able to befriend & mentor one of our Residents?
(to help them progress to independent living within 3 years)?
- Available to share your faith with our Residents (as appropriate)?
- Ready to signpost our Residents to other sources of support (as needed)?



To support you, we will provide:

- A supportive & experienced team for you to join
- The required DBS check
- A full induction
- Relevant training
- Guidance & links to resources
- "On call" personal support from our Support team

Interested? Please contact: Andy G via e-mail: transomtrust@outlook.com



Resident Pastoral Support Volunteer Application form

Please complete this form and return it to: transomtrust@outlook.com with any queries you may have
(we will be very happy to help you)

Part 1 – Personal Details

Date form completed	
Title and full name	
Maiden name and all former names	
Address	
E mail address	
Home telephone	
Mobile telephone	
Date of birth	
Gender	
Married status	
Current occupation (or retired?)	
Do you have any medical conditions or disabilities	Yes / No – delete as appropriate. If Yes, please explain
Have you ever been convicted of a criminal offence?	Yes / No – delete as appropriate If Yes, are you prepared to discuss this with a Transom Trustee? Yes / No – delete as appropriate
You will have to undertake a DBS (Disclosure and Barring Service) check when you first become a volunteer (renewed every 3 years)	

Part 2 – Emergency Details

Next of kin/Emergency contact	
Relationship to you	
Mobile phone	
Address	

Part 3 – Employment History (last 5 years)

Dates		Employer's Name and Address	Job Title and Role	Reason for Leaving
From	To			

Part 4 – Qualifications (Q) and Training (T)

All academic, vocational, work-related and personal/specialist Qualifications attained and Training completed

T or Q	Subject	Grade/Level	Date passed	Certificate held? Y or N

Part 5 – Other Volunteer activities (V), Hobbies and interests (H&I)

V or H&I	Who for?	What do you do?	When?

Part 6 – Reasons for application

Please tell us why you are applying to volunteer with Transom Trust

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Part 7 – Availability

What times of day and days of week are you available and how much time would you be able to commit?
Please tick as appropriate

Day	Morning	Afternoon	Evening
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

If employed – in an emergency – would your employer release you help Transom Trust?	Yes / No
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Part 8 – Matching your experience, knowledge and skills to the Role

Please tell us about any relevant work, voluntary or life experience, knowledge and skills that you would bring to the role of Transom Trust volunteer

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Part 9 – References

“I give my permission for Transom Trust to obtain references from the following two persons, who are not related to me.”

Applicant’s signature		Date	
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Note: One reference must have known you personally for more than 5 years, and one reference must be from a church leader

REFEREE 1 NAME	
Address	
E-mail address	
Contact telephone no.	
In what capacity does the referee know you?	
How long has the referee known you?	
Name of Church (where referee is a church leader)	
Company/Organisation/Agency name (if appropriate to referee)	

REFEREE 2 NAME	
Address	
E-mail address	
Contact telephone no.	
In what capacity does the referee know you?	
How long has the referee known you?	
Name of Church (where referee is a church leader)	
Company/Organisation/Agency name (if appropriate to referee)	

10 Steps: Resident Pastoral Support Volunteer Application Process

1. Application form completed and sent to assigned Trustees.
2. Assigned Trustees filter applications.
3. Unless filtered out, applicant invited for informal interview.
4. All applicants to receive response by phone soon after sift process and interview.
5. Letter sent to applicant, confirming acceptance, subject to their:
 - References being completed;
 - DBS being in place;
 - Induction being completed;
 - and their training being arranged. Letter includes invitation to training sessions.
6. References taken up by Trustees (see separate forms):
 - One from the applicant's church;
 - The other from their work, or other voluntary organisation, or friend.
7. Volunteer sent link to make online DBS application.
8. Volunteer brings DBS documents to assigned Trustee for checking.
9. Volunteer given:
 - Induction by project leader including:
 - record keeping (going through the guidance on Contact Logs and Support Plans);
 - going through Safeguarding Vulnerable Adults and Lone Working (including generic risk assessment) policies;
 - awareness of other Transom Trust policies (eg: Supervision, Whistleblowing etc);
 - the opportunity to spend 3 sessions with an experienced Resident Pastoral Support volunteer while they visit or meet with their resident (once a week).
10. Volunteer commences role fully once DBS and references cleared and the required training arranged. The training is normally arranged as follows:
 - Homelessness Awareness – one day training via St John's Ambulance;
 - Safeguarding Vulnerable Adults – one-hour via an ESCC online module. This needs to be renewed every 3 years;
 - Equality and Diversity (working with difference) – one-hour via an ESCC online module;
 - Managing Conflict – three-hour training arranged via an online provider;
 - First Aid – one day training via St John's Ambulance. This needs to be renewed every 3 years.

There is also the option of receiving Suicide Awareness training via the Samaritans, and other optional/relevant training available vis Hastings Voluntary Action.



Resident Pastoral Support Volunteer Interview Form

Name of applicant: Date:

Interviewers: and

Introduce selves and explain interview process:

- Approximate length
- Informal, conversational nature
- Applicant can ask questions any time
- Interviewers will be taking notes

1. Please tell us about how you came to Christian faith and what your faith means to you now.

2. Are you part of a church? If so, tell us about your involvement and relationship with the church?

(Looking for expression of faith, healthy church relationships and good support network)

3. Tell us a bit about yourself and why you want to volunteer with Transom...

4. A. What do you understand about what the role will entail,
B. AND, what you will be able to bring to the role? (Previous paid or voluntary work, but also life experiences, other personal skills, or specialised knowledge.) **Ask the applicant to tell you about a time they supported a vulnerable person – the situation and what they did?**

A.

B.

(Opportunity to explain Transom's vision and clarify the volunteering role being applied for)

5. What aspects of the role or types of people you'd be supporting do you think you may find difficult or challenging to deal with?

(Looking for self-awareness; realism; but also emotional resilience)

6. If a Resident disclosed to you that he recently had unprotected sex with while under the influence of 'legal highs', was worried about the risk of infection, and had spent all his benefit money with 2 weeks to go to his next "pay day"how would you respond?

(Looking for non-judgmental response, ability not to show shock, awareness of limitations of role, some awareness of signposting to others, e.g. sexual health, substance misuse, budgeting etc)

7. A. When could the applicant start volunteering with Transom Trust?
B. How much time do you have to give to volunteering with Transom? Daytime or weekends?
(Explain about initial training required; time commitment involved etc)

A.

B.

8. Is there anything you would like to ask us?

Thank the person for attending and explain that you will ring them later with a decision.

Circle as appropriate:

Accepted (subject to successful references, DBS check and training being arranged) / Not accepted

Feedback for interviewee:

**Church Reference Request
(Resident Pastoral Support volunteer)**

Dear (church leader)

..... has applied for the role of Resident Pastoral Support volunteer with Transom Trust. If accepted, s/he will be befriending and supporting vulnerable, ex-homeless people on a one-to-one basis, in a Christian supported housing project.

Please would you comment on the following attributes and characteristics in relation to the applicant:

Faith	
Compassion/empathy/ non-judgmental attitude	
Trustworthiness	
Commitment/reliability/ willingness to serve	
Willingness to learn	
Ability to relate with others	
Please provide any other comments on the applicant's character and suitability for the role	
How long has the applicant been part of your church?	

Reference completed by:

Name:

Signed:

Church:

Date:

Please return completed form to:

Transom Trust
c/o The Hastings Centre
The Ridge
Hastings
TN34 2SAOr by email to: transomtrust@outlook.com

**Reference Request (except from Church)
(Resident Pastoral Support volunteer)**

Dear

..... has applied for the role of Resident Pastoral Support volunteer with Transom Trust. If accepted, s/he will be befriending and supporting vulnerable, ex-homeless people on a one-to-one basis, in a Christian supported housing project.

Please would you comment on the following attributes and characteristics in relation to the applicant:

Compassion/empathy / non-judgmental attitude	
Trustworthiness	
Commitment/reliability	
Willingness to learn	
Ability to relate with others	
Please provide any other comments on the applicant's character and suitability for the role	
Please state how you know the applicant and for how long	

Reference completed by:

Name:

Signed:

Company / organisation (if applicable):

Date:

Please return completed form to:

Transom Trust
c/o The Hastings Centre
The Ridge
Hastings

TN34 2SAOr by email to: transomtrust@outlook.com