Lincolnshire Volunteers Programme – Digital Volunteering Platform

A guide to managing volunteer applications on Team Kinetic

Intended audience: Providers

When a volunteer clicks to **Apply** for one of your opportunities, we advise them that the organisation providing the opportunity will be in touch with them within 10 working days. This initial contact with the volunteer will normally be to provide them with information on any application or recruitment steps that they need to complete for your organisation before they can start volunteering.

Below are the steps that you need to complete within your provider dashboard to indicate which stage of the application process volunteers are at, from initial application through to them starting volunteering with you.

Summary of steps:

1. You will receive an email notification telling you that there has been an application.
2. Click the link within the email and this takes you to the opportunity applicants page.
3. Find the volunteer's contact details.
4. Contact the volunteer to discuss next steps.
5. Set the applicant status to **pending**.
6. Complete your internal application processes.
7. Set the applicant status to **approve** or **deny** as appropriate.

Notification of an application

Once a volunteer clicks to **Apply** for one of your opportunities, you as the provider will receive an e-mail notification. **Note** that this will go to whichever email address has been added at the point of registration, so it is a good idea to use one that is monitored regularly.

The email that you receive will look like this:

If you need any support, please contact Abbi Taylor: abbi@voluntarycentreservices.org.uk

Reviewing the application within the 'Applicants' tab

Once you have received this email, click on the link and it will take you directly to the **Applicants** page within the opportunity dashboard. Example below.
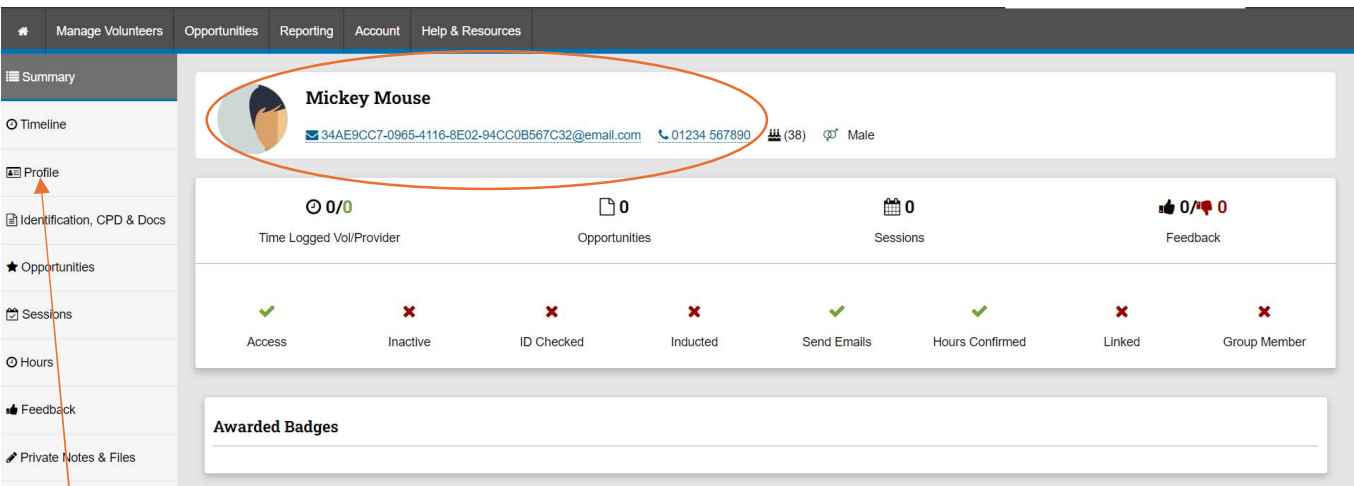
Here you can see the name and telephone number of the volunteer who has registered their interest in this opportunity. To view more information about the volunteer, **click** on their name.

Contacting the volunteer

By clicking on the name of the volunteer, you can then see their e-mail address as well as their telephone number. (they have consented to share this information with providers of opportunities that they are interested in during the registration process).
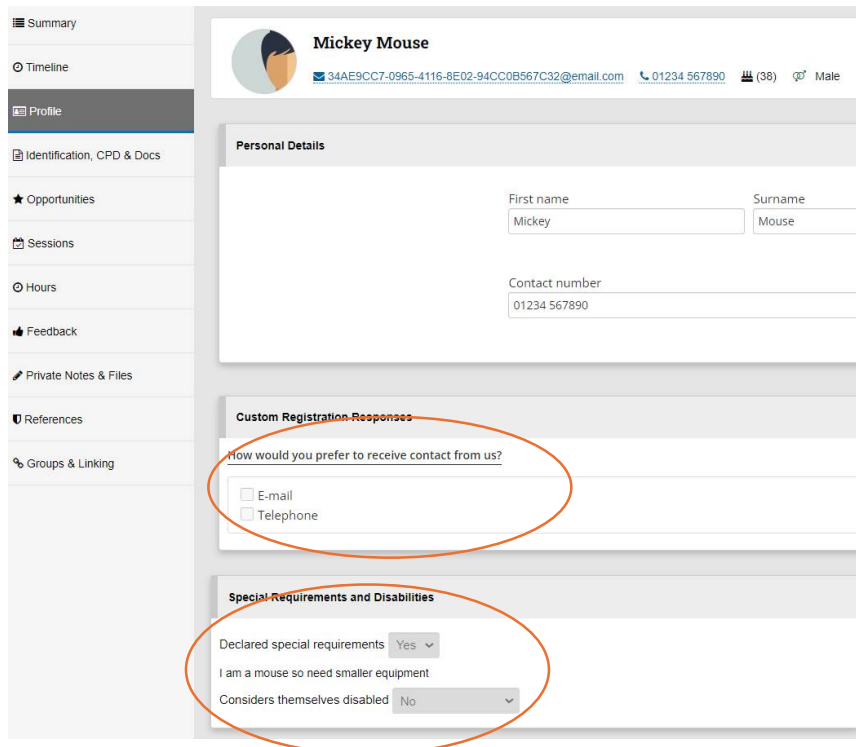

By selecting the **Profile** tab on the left-hand menu shown above, you will be able to view any additional information that the volunteer has input that may be useful to you as an opportunity provider. This includes:

- Their preferred contact method

If you need any support, please contact Abbi Taylor: abbi@voluntarycentreservices.org.uk

- Any special requirements that the volunteer may have
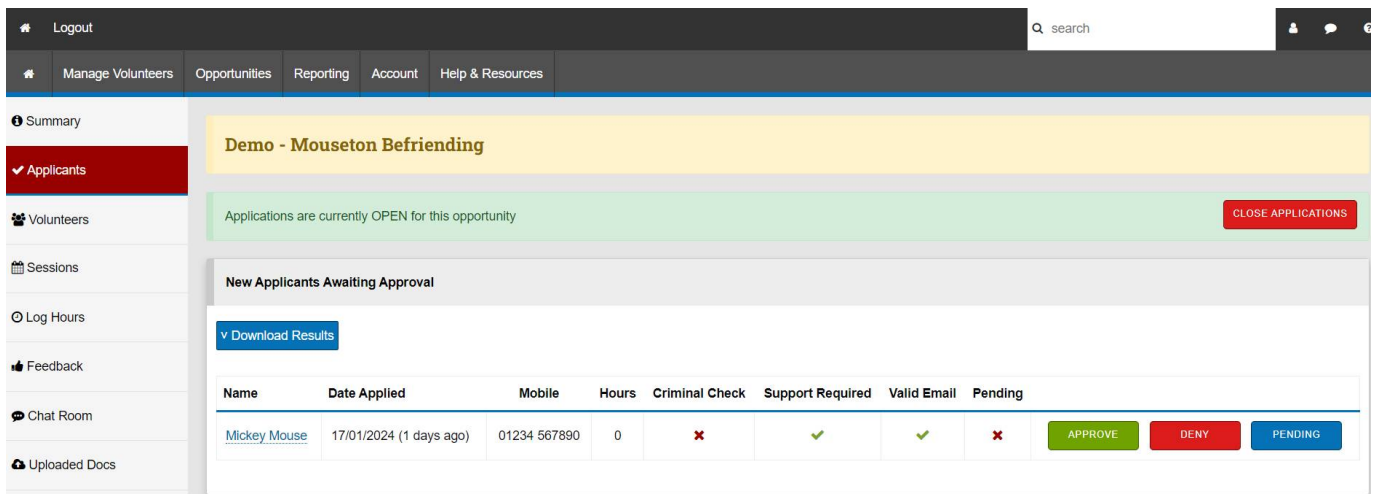
Once you have the contact information that you need, please get in touch with the volunteer in order to discuss the next steps of your recruitment process with them.

Confirming the applicant's status

Back on the **Applicants** tab on the left-hand side menu (this will be highlighted in red if there are any applicants), the screen you see will look like the below:

There are three coloured buttons next to the applicant's details. Please see below details of when to click each button:

If you need any support, please contact Abbi Taylor: abbi@voluntarycentreservices.org.uk

- **Approve** – click this button when you have successfully completed your application/recruitment processes with the volunteer and they are due to start volunteering with your organisation.
- **Deny** – click this button if any element of the application/recruitment process has been unsuccessful. The volunteer will be sent an email notification stating that their application was not successful and asking them to continue searching through vacancies on the search page. It is good practice to communicate with the volunteer why the application has not been successful if that has not already been made clear.
- **Pending** – click this button to initially acknowledge that you have begun your application process with the volunteer (this may be an initial telephone chat or sending them a copy of your application form) and only click **Approve** once it has been successfully completed.
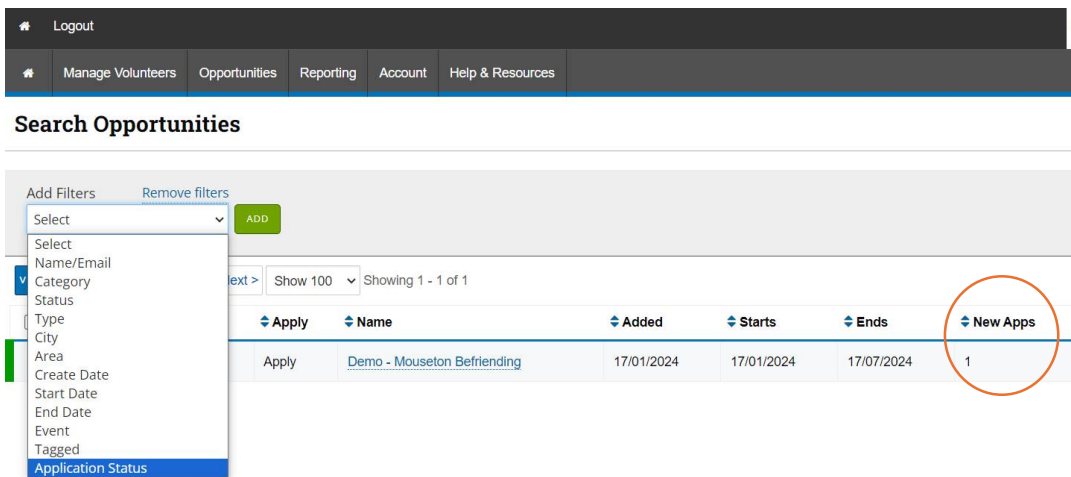
Once you have **Approved** an applicant, they will then become **linked** to you as a provider. This will mean that their details will henceforth appear in your **Volunteers** list (**Manage Volunteers → Volunteers**) and from here you can add volunteers to groups and send out bulk emails.

The volunteer, once approved, will also move to the **Volunteers** tab on the opportunity menu.

Reviewing opportunity application statuses

If it is helpful to you to be able to generate a list of opportunities which have new/pending statuses, you can do so as follows:

Go to **Opportunities → Opportunities.** Once on this page, select the **Application Status** filter.

Also note the **New Apps** column – this stands for **New Applications.**

Click **Add** and then select the status that you need to view and click **Search**, as below:

If you need any support, please contact Abbi Taylor: abbi@voluntarycentreservices.org.uk

Search Opportunities

Add Filters   Remove filters   applications ✖

Application Status ⌄   [ADD]   New ⌄   [SEARCH]

New
Pending
Approved
Denied

[v Download Results] [< Previous] [Next >] Show

	⬍ Status	⬍ Type	⬍ Apply	⬍ Name	⬍ Added	⬍ Starts	⬍ Ends	⬍ New Apps
☐	Open	Flexible	Apply	Demo - Mouseton Befriending	17/01/2024	17/01/2024	17/07/2024	1

If you need any support, please contact Abbi Taylor: abbi@voluntarycentreservices.org.uk