

## 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:

New volunteer application



volunteering@mail.teamkinetic.co.uk

To: Abbi Taylor

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

☺ Reply Reply All → Fc



**Volunteer Centres**  
Lincolnshire

Mickey Mouse has applied to join the opportunity Demo - Mouseton Befriending

You can review all current applications at [https://lincolnshirevolunteers.teamkinetic.co.uk/vk/providers/placements\\_info.htm?pid=10216675&panel=panel\\_Applicants](https://lincolnshirevolunteers.teamkinetic.co.uk/vk/providers/placements_info.htm?pid=10216675&panel=panel_Applicants)

Please contact the volunteer directly within the next 10 working days to discuss the next steps of your recruitment process.

#### Voluntary Centre Services (VCS)

☎ 01522 551683

✉ [volunteering@voluntarycentreservices.org.uk](mailto:volunteering@voluntarycentreservices.org.uk)

🌐 [www.voluntarycentreservices.org.uk](http://www.voluntarycentreservices.org.uk)

Lincoln, North Kesteven & West Lindsey



#### Lincolnshire Community & Voluntary Service (LCVS)

☎ 01205 510888

✉ [enquiry@lincolnshirecvcs.org.uk](mailto:enquiry@lincolnshirecvcs.org.uk)

🌐 [www.lincolnshirecvcs.org.uk/](http://www.lincolnshirecvcs.org.uk/)

Boston, East Lindsey, South Holland & South Kesteven

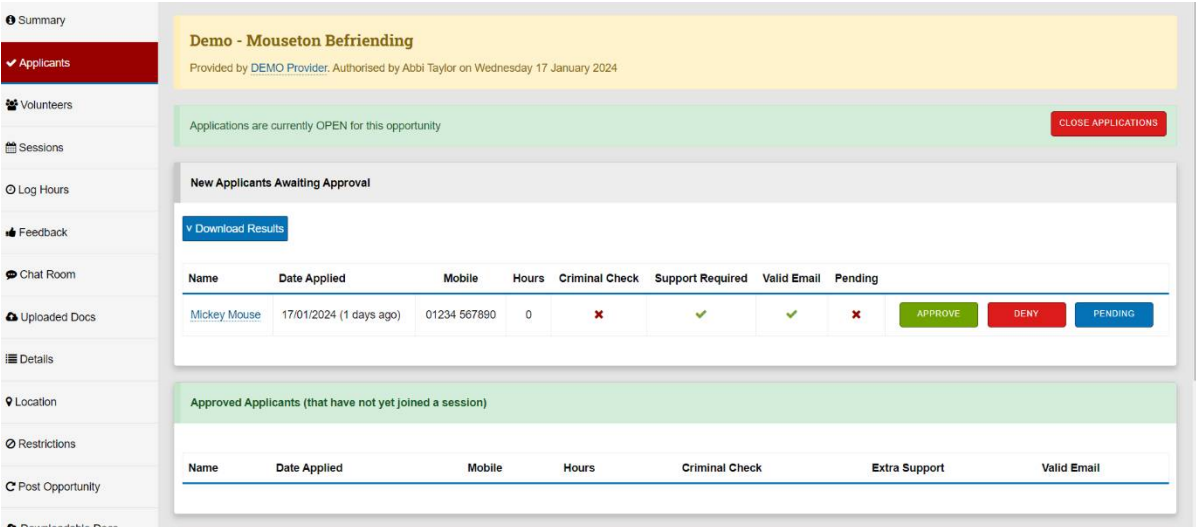


If you need any support, please contact Abbi Taylor: [abbi@voluntarycentreservices.org.uk](mailto:abbi@voluntarycentreservices.org.uk)

## 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.

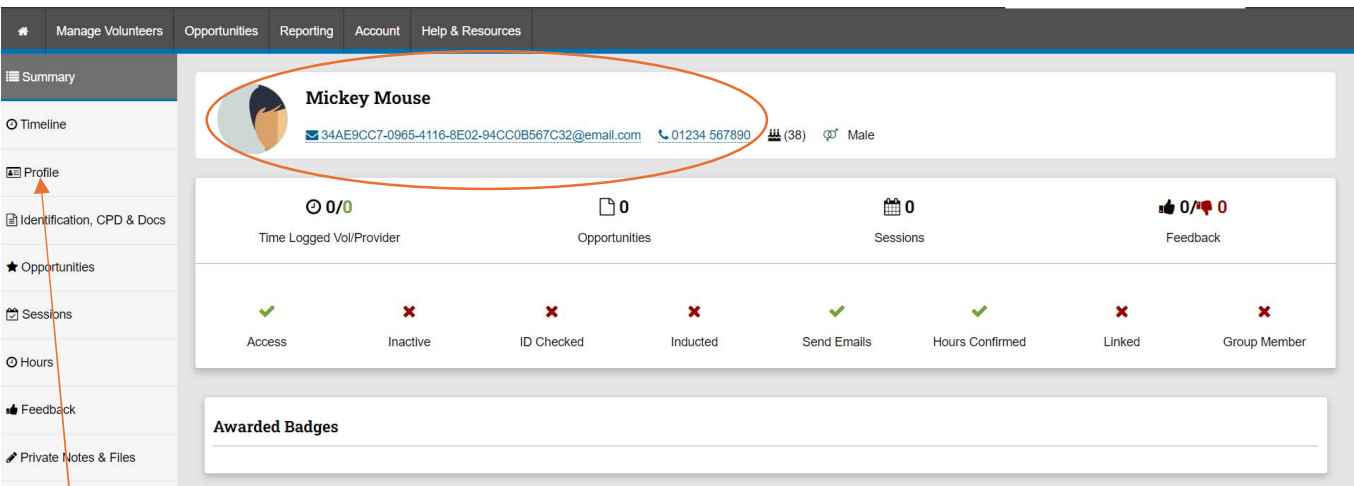
Here you can see the name and telephone number of the volunteer who has registered their interest in this opportunity. To view more information about the volunteer, **click** on their name.



The screenshot shows the 'Applicants' tab selected in a sidebar menu. The main content area displays the opportunity title 'Demo - Mouseton Befriending' and a status message: 'Applications are currently OPEN for this opportunity'. Below this, there is a section for 'New Applicants Awaiting Approval' with a 'Download Results' button. A table lists the applicant 'Mickey Mouse' with details: Date Applied (17/01/2024), Mobile (01234 567890), Hours (0), Criminal Check (marked with a red X), Support Required (marked with a green check), Valid Email (marked with a green check), and Pending (marked with a red X). Action buttons for 'APPROVE', 'DENY', and 'PENDING' are visible. Below the table, there is a section for 'Approved Applicants (that have not yet joined a session)' with a corresponding table header.

## 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).



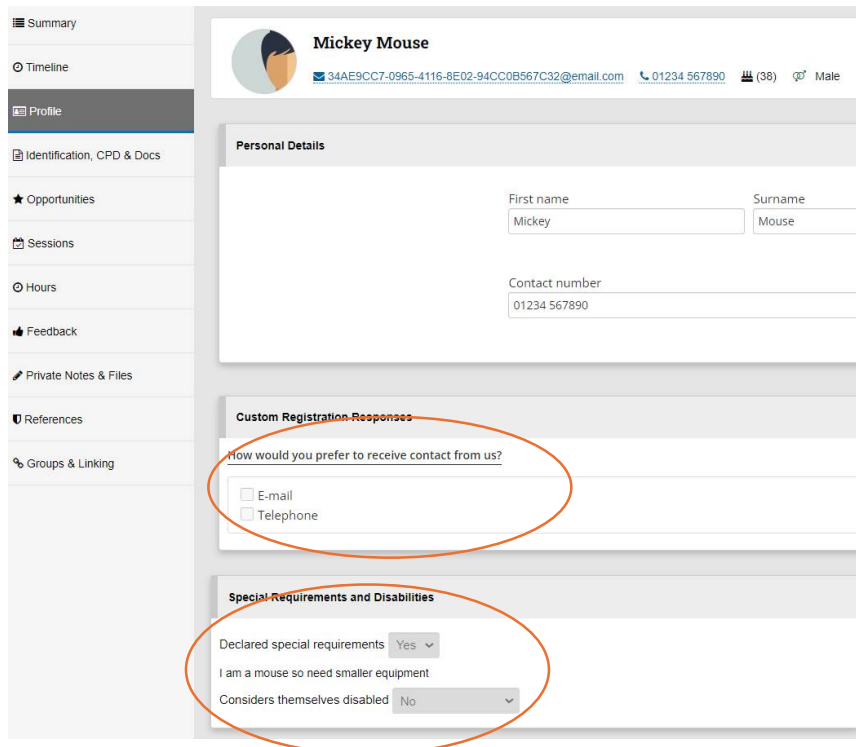
The screenshot shows the 'Profile' tab selected in the sidebar menu. The main content area displays the volunteer's profile for 'Mickey Mouse'. The profile includes a profile picture, name, email address (34AE9CC7-0965-4116-8E02-94CC0B567C32@email.com), telephone number (01234 567890), and gender (Male). Below the profile information, there are statistics for 'Time Logged Vol/Provider' (0/0), 'Opportunities' (0), 'Sessions' (0), and 'Feedback' (0). A row of status indicators shows: Access (green check), Inactive (red X), ID Checked (red X), Inducted (red X), Send Emails (green check), Hours Confirmed (green check), Linked (red X), and Group Member (red X). At the bottom, there is a section for 'Awarded Badges'.

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](mailto:abbi@voluntarycentreservices.org.uk)

- Any special requirements that the volunteer may have



**Mickey Mouse**  
34AE9CC7-0965-4116-8E02-94CC0B567C32@email.com 01234 567890 (36) Male

**Personal Details**

First name: Mickey Surname: Mouse  
Contact number: 01234 567890

**Custom Registration Responses**

How would you prefer to receive contact from us?

E-mail  
 Telephone

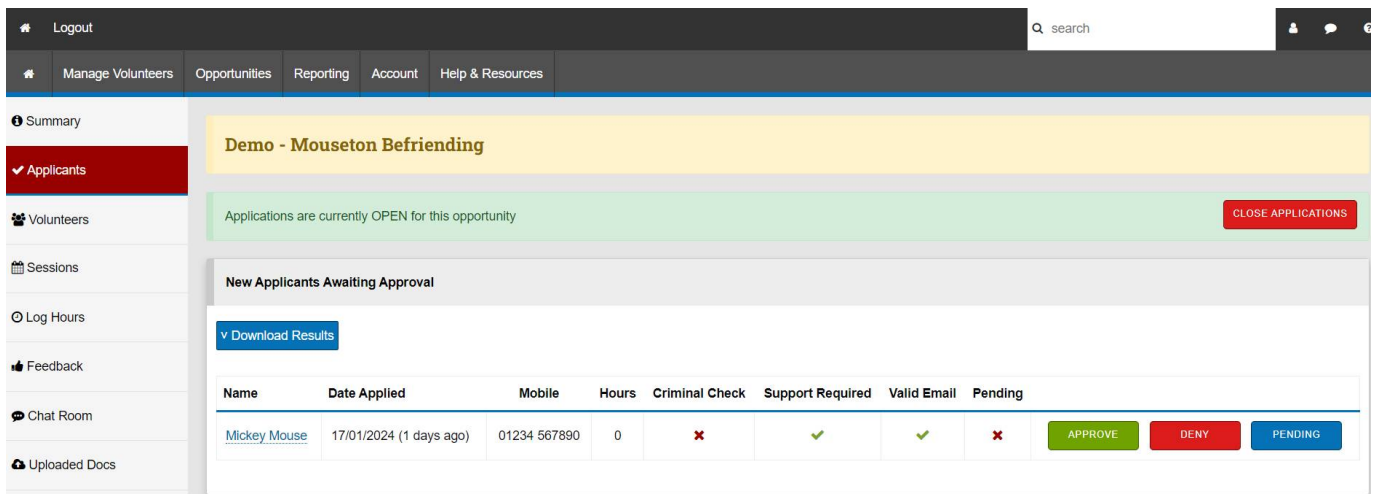
**Special Requirements and Disabilities**

Declared special requirements: Yes  
I am a mouse so need smaller equipment  
Considers themselves disabled: No

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:



Logout Manage Volunteers Opportunities Reporting Account Help & Resources search

**Summary** **Applicants** Volunteers Sessions Log Hours Feedback Chat Room Uploaded Docs

**Demo - Mouseton Befriending**

Applications are currently OPEN for this opportunity **CLOSE APPLICATIONS**

**New Applicants Awaiting Approval**

**Download Results**

| Name         | Date Applied            | Mobile       | Hours | Criminal Check | Support Required | Valid Email | Pending |         |      |         |
|--------------|-------------------------|--------------|-------|----------------|------------------|-------------|---------|---------|------|---------|
| Mickey Mouse | 17/01/2024 (1 days ago) | 01234 567890 | 0     | ✗              | ✓                | ✓           | ✗       | APPROVE | DENY | PENDING |

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

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- **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.

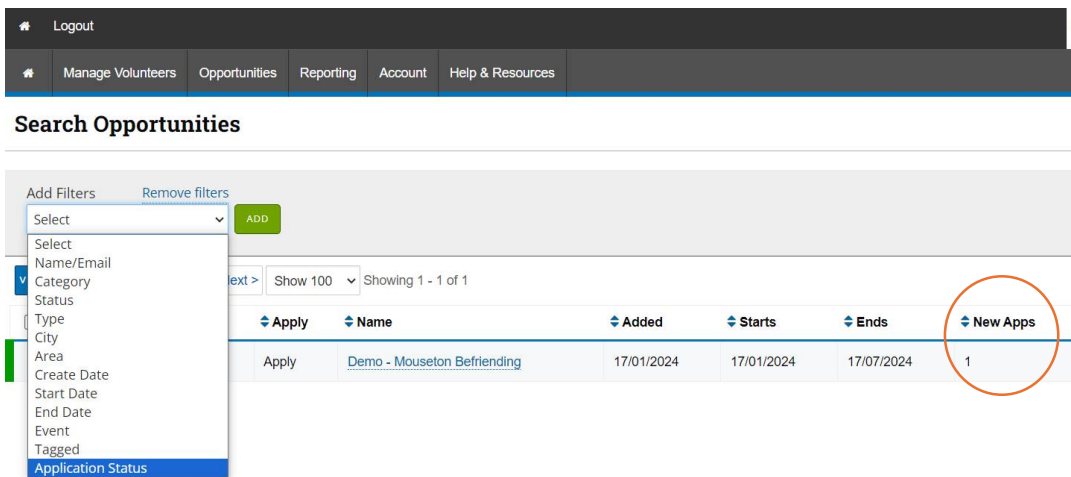
Once you have **Approved** an applicant, they will then become **linked** to you as a provider. This will mean that their details will henceforth appear in your **Volunteers** list (**Manage Volunteers → Volunteers**) and from here you can add volunteers to groups and send out bulk emails.

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.



Logout

Manage Volunteers Opportunities Reporting Account Help & Resources

### Search Opportunities

Add Filters Remove filters

Select

Select

Name/Email

Category

Status

Type

City

Area

Create Date

Start Date

End Date

Event

Tagged

Application Status

text > Show 100 Showing 1 - 1 of 1

| Apply | Name  | Added      | Starts     | Ends       | New Apps |
|-------|---|------------|------------|------------|----------|
| Apply | <a href="#">Demo - Mouseton Befriending</a> | 17/01/2024 | 17/01/2024 | 17/07/2024 | 1        |

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:

