

ReachOut 1.1 Meeting step by step process

The next step on your mentoring journey is book onto and attend a 1.1 meeting with a member of the ReachOut team. The 1.1 meeting is a chance for us to get to know you a little better, so that we can place you on a project that best suits you. It is also a great opportunity for you to ask us any questions that you might have, or discuss any concerns.

Step 1) Book onto a 1.1 Meeting Time Slot

Use this link to book a 1.1 meeting time slot that best suits you:

<https://calendly.com/rovolunteerteam/1-1meetings>

You should then receive a confirmation e-mail with a Zoom link for the meeting.

Remember to book a meeting slot as soon as possible to ensure that you don't miss out on a spot on a project and can progress with your Volunteer Journey.

Step 2) Ensure that you are prepared for the 1.1 Meeting

If you don't have everything prepared, we will ask you to re-book onto a different meeting slot, so please come to the meeting prepared!

Here are the 3 things you will need to prepare:

A. Submitting your 'Tell us about you' Form

Please put aside 10 minutes to fill out the ['Tell us about you' form](#). The questions on this form will form the basis of the 1.1 meeting so it is really important that this is completed. You will be asked about your motivations for wanting to volunteer and any skills or experience that may be relevant to the role. Don't worry if you don't have any previous experience – it won't stop you from becoming a volunteer mentor. This information will help us to have a range of mentors with different levels of experience on each project.

If you already have a valid DBS certificate, you can check if ReachOut are able to accept your DBS certificate by clicking [here](#). If your DBS certificate meets all 3 criteria, please indicate this information on the form. The ReachOut team will then know not to follow-up with you about completing your DBS application.

B. Fill in your DBS application

You may have already completed this step in the previous stage of your Volunteer Journey. If you haven't, please make sure that you fill out the application as soon as possible by clicking [here](#). If you already have a valid DBS, please skip this step.

Please note that your DBS application **WILL NOT** be submitted for processing until after the 1.1 meeting, as a member of the ReachOut team will need to approve your application during the meeting, so please do not wait for your certificate to arrive before booking the meeting.

C. Have your 3 ID documents ready to show

When filling out your DBS application you will have been instructed to upload 3 images of your ID. Please ensure that you have these 3 ID documents on hand and ready to show during your 1.1 meeting.

We cannot approve your filled in DBS application without verifying your ID documents so please make sure you have your documents on hand at the meeting.

Here is a reminder of the types of IDs that we can accept:

- 1) One ID must show your name (e.g passport)
- 2) One ID must show your date of birth (e.g driving licence)
- 3) One ID must show your current address (e.g bank statement or utility bill).

You can view the **full list of acceptable documents** [here](#). Here are some examples of the most common documents we see that you can or cannot use. If you have any questions about the documents you can use, please let us know.

Photo ID document (the below need to be in physical form)

<u>Acceptable</u>	<u>Not acceptable</u>
<ul style="list-style-type: none"> • Any valid passport • UK birth certificate • Driving license – full or provisional, from any country • UK issued biometric residence permit (BRP) 	<ul style="list-style-type: none"> • Birth certificate from any other country • If you have 2 passports from 2 countries – you can only use one of them

Proof of address document (the below can be in paper or online format)

<u>Acceptable</u>	<u>Not acceptable</u>
<ul style="list-style-type: none"> • Bank statement from the last 3 months (needs to have current address on) • Utility bill from the last three months (e.g. water, gas, electricity – needs to have current address on) • Council tax statement from the last 12 months • P45 or P60 from the last 12 months • Letter to say you have opened a bank account from the last 3 months • Credit card statement from the last 3 months 	<ul style="list-style-type: none"> • Tenancy agreement • NHS letter • National Insurance letter • University letter if you are over 19 years old • Phone bill

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| <ul style="list-style-type: none">• Letter from your college or University to confirm you're in full-time education (only acceptable if you are 19 or under) | |
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Please note that the address on at least one of your ID must match with the address you enter as your current address on your DBS application form, **if not your application will be rejected.**

If you are unsure about the ID documents you are using, or have any questions at all, please contact your Volunteer Officer.

If you already have a valid DBS certificate that matches the guidance [here](#), please bring your certificate to the meeting along with one form of photo ID.

Step 3) Attend your 1:1 meeting

Your 1.1 meeting will take place with a member of the ReachOut Team on Zoom and will last around 15 - 20 minutes. **Please aim to arrive on time.** If you fail to arrive on time or have not completed the necessary preparation, we will have to cancel your meeting and ask you to rebook so that we can stay on time with other mentors who have booked meetings that day.

In the meeting, we will ask you some scenario-based questions, check your ID documents and have a chat about your mentoring project and how you are feeling about mentoring.

Step 4) Receiving your DBS certificate in the post

You will receive your DBS certificate in the post. Most people receive their certificate within 1-2 weeks of having their ID documents checked and their application submitted by a ReachOut staff member. However, some people receive theirs quicker and some people slower – it depends on the backlog that DBS and your local police station have to get through.

If your certificate hasn't arrived after two weeks, please get in contact with us and we can check its progress in the system.

Please hold onto your certificate as you will need to bring it with you to your mentoring sessions. It is up to you to keep your DBS certificate safe as ReachOut does not receive a copy of it. It is valid for 3 years and if you lose your certificate, we will ask you to make a donation to ReachOut to cover the cost of a new DBS application.