

Recruitment, Workforce & Volunteer Policy for Clarity House London

Version 1.0

Effective Date: 3 July 2026

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1. Purpose

1.1 Document Objective

This Recruitment, Workforce & Volunteer Policy (the "Policy") defines the rigorous operational standards, structural pathways, safer-recruitment verifications, and professional expectations governing all personnel at Clarity House London. The purpose of this framework is to establish an exceptional, compliant workforce capable of delivering safe, evidence-informed, and highly coordinated community wellbeing support.

1.2 Dual Utility and Regulatory Alignment

This document functions simultaneously as a public-facing transparency statement and an internal operational human resources manual. It is systematically integrated with our clinical-adjacent evaluation frameworks and is meticulously drafted to comply with:

- The Employment Rights Act 1996 and associated UK employment legislation;
 - The Equality Act 2010 (Prohibition of discrimination and enforcement of equal opportunities);
 - The UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018;
 - The Disclosure and Barring Service (DBS) Code of Practice; and
 - The regulatory and governance principles governing Community Interest Companies (CICs) and health-adjacent social enterprises in the United Kingdom.
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2. Scope

This Policy applies universally to all individuals who form the workforce of Clarity House London, regardless of their contractual status, remuneration structure, or weekly service hours. This includes:

- **Volunteer Board Members (Non-Executive Directors);**
 - **Core Administrative and Management Staff;**
 - **Paid operational personnel, specifically Clarity Guides;**
 - **Paid technical professionals, specifically Clarity Companion Associates and Psychologists; and**
 - **Unpaid community personnel, specifically Clarity Fellows and general volunteers.**
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3. Workforce Philosophy

Clarity House London operates on a unique, hybrid multi-disciplinary workforce model. We bridge the gap between grassroots community volunteering and professional psychological expertise.

Our philosophy is built upon the elimination of care subjectivity through structured professional judgement. We empower our workforce by providing clear role-based divisions of labor, clear pathways for internal volunteer progression, and a unified dedication to resolving practical life bottlenecks before they manifest into severe psychological or physical crises.

4. Equal Opportunities & Inclusive Recruitment

4.1 Absolute Non-Discrimination

Clarity House London is an equal opportunities employer. We maintain a zero-tolerance policy against any form of direct discrimination, indirect discrimination, harassment, or victimization throughout our recruitment, onboarding, promotion, and termination lifecycles.

4.2 Protected Characteristics Compliance

All recruitment decisions, shortlisting criteria, and interviewing metrics are based strictly on objective merit, role capability, and alignment with organizational values, without regard to the nine protected characteristics set out in the Equality Act 2010: *age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including color, nationality, and ethnic or national origin), religion or belief, sex, and sexual orientation*.

4.3 Reasonable Adjustments

We proactively implement reasonable adjustments during our application and interview cycles to accommodate candidates with disabilities or specific neurodivergent requirements, ensuring an accessible and equitable selection pipeline.

5. Recruitment Principles & Workforce Planning

Our recruitment principles are anchored in safer-recruitment directives. Because our workforce interacts regularly with individuals experiencing low-to-moderate emotional, financial, relationship, and housing vulnerabilities, we enforce a structured, multi-tier vetting process.

Workforce planning is handled dynamically by our executive team. Vacancy volumes for paid positions and volunteer cohorts are scaled systematically in response to geographical service demands, local authority commissioning milestones, and active grant funding allocations.

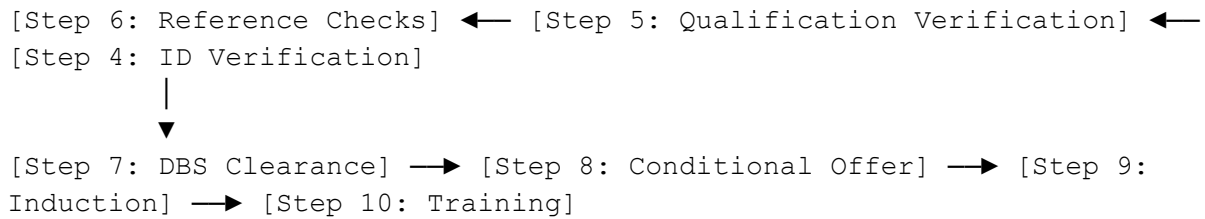
6. The Ten-Step Recruitment & Selection Process

Every individual joining Clarity House London—whether a volunteer, a paid staff member, or a specialized practitioner—must progress through our standardized ten-step recruitment pipeline. No person shall be permitted to access our case management systems, represent our brand, or interact with a member until all ten verification steps are completed and formally signed off by management.

[Step 1: Digital Application & CV] → [Step 2: Value & Profile Review]
→ [Step 3: Interview]

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6.1 Step 1: Application Submission

Applicants must submit a formalized digital application via our secure website portal and upload a current Curriculum Vitae (CV) mapping their complete employment, academic, and volunteering history.

6.2 Step 2: Application Review

The management team reviews all submissions against the explicit role profile, technical competency requirements, and core organizational values. Unexplained gaps in employment or volunteering history will be flagged for investigation during later stages.

6.3 Step 3: Interview

Shortlisted candidates are invited to attend a formalized structured interview, conducted either via our encrypted video-conferencing software or in person. Interviews assess technical competency, situational judgment, safeguarding awareness, and adherence to professional boundaries.

6.4 Step 4: Identity Verification

Before any formal appointment is confirmed, candidates must undergo thorough identity verification. Candidates must present original, valid documentation from the following categories:

- **Primary Identity Data:** A valid Passport, UK Driving Licence, or National Identity Card.
- **Residency Data:** At least two distinct proofs of address (e.g., a bank statement or utility bill dated within the last three months).

6.5 Step 5: Qualification and Professional Registration Verification

For roles requiring technical or academic expertise (specifically Psychologists and Clarity Companion Associates), applicants must provide original certificates of their academic degrees. Where applicable, we verify active registration and good standing with statutory or professional regulatory bodies (such as the Health and Care Professions Council - HCPC, the British Psychological Society - BPS, or the British Association for Counselling and Psychotherapy - BACP).

6.6 Step 6: Reference Checks

We require at least one satisfactory, verified reference from a recent employer, academic institution, or professional supervisor. Character references from personal friends or family members are not accepted. References are contacted directly by our team to confirm dates of engagement, job capabilities, and suitability for working alongside vulnerable adults.

6.7 Step 7: Disclosure and Barring Service (DBS) Checks

Because our personnel engage in regulated or health-adjacent welfare activities with adults at risk or families, we enforce a strict DBS vetting matrix:

- **Regulated Roles:** All Clarity Guides, Clarity Companion Associates, and Psychologists must successfully obtain a clear Enhanced DBS Check (including checking the relevant barred lists) prior to commencing active service.
- **Volunteer Roles:** Clarity Fellows must obtain an Enhanced DBS Check without barred list checks, unless their assigned community duties trigger statutory regulated activity criteria.
- **Compliance Statement:** Clarity House London complies fully with the DBS Code of Practice, ensures secure data processing of certificates in line with UK GDPR, and treats all disclosure histories fairly. Criminal records do not automatically bar an individual from volunteering; a formalized, documented Risk Assessment will be completed by our Safeguarding Lead.

6.8 Step 8: Formal Offer

Upon successful completion of Steps 1 through 7, the candidate receives a formal conditional contract or volunteer agreement defining their pay structure (where applicable), role boundaries, and reporting paths.

6.9 Step 9: Corporate Induction

Every workforce member must complete our standard corporate induction module. This covers our history, organizational structure, operational health and safety, data processing loops, and professional reporting lines.

6.10 Step 10: Mandatory Training Matrix

The final gateway to active service is the completion of our specialized training modules, evaluated via human review and performance audits:

- **CHAM & CCSS Modules:** In-depth training on mapping Presenting Problem Taxonomy (PPT) codes and executing structured professional judgement.
 - **Safeguarding & Data Compliance:** Level 1 to Level 3 Safeguarding certifications, strict UK GDPR constraints, confidentiality thresholds, and record-keeping security.
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7. Workforce Pathways & Role Specifications

7.1 Clarity Fellow (Volunteer)

- **Status:** Unpaid Volunteer.
- **Operational Scope:** Operates strictly under the supervision of a Manager or Clarity Guide. Supports initial administrative triage, digital member onboarding loops, non-clinical telephone check-ins, and local community outreach programmes.
- **Commitment Constraint:** Up to a maximum of **four hours per week**.
- **Financial Model:** Receives zero remuneration but is entitled to the reimbursement of reasonable, pre-authorized out-of-pocket expenses (e.g., local public transport travel) upon submission of clean receipts.
- **Progression Pathway:** Demonstrable excellence as a Clarity Fellow provides a clear progression pathway, enabling individuals to apply preferentially for paid, open vacancies as **Clarity Guides** once they accumulate required operational competencies.

7.2 Clarity Guide (Paid Core Staff)

- **Status:** Remunerated Employee / Worker.
- **Operational Scope:** Acts as the primary case manager and operational coordinator. Responsible for executing deep initial assessments using the **Clarity**

House Assessment Manual (CHAM), mapping vulnerabilities against the Presenting Problems Taxonomy (PPT) codes, and assigning the initial baseline **Clarity Case Severity Scale (CCSS)** level.

- **Case Governance:** Owns the member's long-term case file, schedules monthly reviews, executes phone check-ins, provides practical life problem-solving, and holds exclusive authority to officially finalize, adjust, or step-down long-term CCSS levels.

7.3 Clarity Companion Associate (Paid Specialist)

- **Status:** Remunerated Professional Contractor or Dedicated Worker.
- **Remuneration Rate:** Set strictly at **£13.50 per hour**.
- **Onboarding Criteria:** Recruited directly from qualified psychologists or postgraduate psychology graduates possessing verifiable clinical-adjacent or community wellbeing experience.
- **Operational Scope:** Responsible for delivering personalized, structured emotional and psychological wellbeing support blocks.
- **Assessment Constraint:** Companion Associates do not execute baseline intakes. They review and **validate existing CHAM assessments** rather than re-scoring them. While they can record real-time complexity fluctuations in session notes, **they cannot independently alter or finalize a member's baseline CCSS score**; any long-term tier variance must be routed to a **Manager** for final authorization and sign-off.

7.4 Psychologist (Specialist Consultant)

- **Status:** Paid Senior Professional Practitioner.
- **Operational Scope:** Provides high-level specialist psychological expertise, clinical-adjacent consultations, internal workforce supervision, risk review audits, and direct specialized support to members presenting complex intersecting PPT vulnerabilities.

7.5 Board Member (Volunteer Director)

- **Status:** Unpaid Statutory Volunteer Director.
- **Operational Scope:** Responsible for high-level corporate governance, legal strategy, fiscal oversight, regulatory accountability, and grant-reporting compliance.
- **Data Boundary:** Board Members have no routine access to identifiable member records. They evaluate performance via anonymized, aggregated statistical

dashboards. They are entitled to the reimbursement of reasonable, pre-authorized operational expenses.

8. Onboarding Compliance & Governance Gates

8.1 Mandatory Confidentiality Deed

Prior to being issued multi-factor authentication (MFA) credentials or accessing our centralized digital network, every single workforce member must execute a legally binding **Non-Disclosure and Confidentiality Agreement**. This agreement mandates the total protection of member data and survives the formal termination of their contract.

8.2 Declarations of Interest

During onboarding, and annually thereafter, all personnel must submit a formalized Conflict of Interest Declaration form. Any personal, commercial, or clinical overlap with active members, partner organizations, or external suppliers must be transparently managed to ensure organizational integrity.

9. Code of Conduct & Professional Standards

All workforce members must maintain impeccable professional standards. Every individual is strictly required to:

- **Act with absolute integrity** and prioritize the emotional and physical safety of our members;
- **Protect member information** by operating strictly within our role-based access control (RBAC) boundaries and utilizing only @clarityhouselondon.com digital environments;
- **Work strictly within their designated competence level** and immediately escalate complex psychiatric crises or safety alerts to a Manager or the Safeguarding Lead;
- **Adhere rigidly to the CHAM and CCSS protocols**, eliminating personal bias or subjective scoring models from the care pathway;
- **Promote active safeguarding** and execute mandatory Level 6 Critical Incident emergency interventions when immediate risks to life are identified; and

- **Treat every individual with profound dignity and respect**, proactively advancing our equality, diversity, and inclusion frameworks.
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10. Workforce Supervision & Continuing Professional Development (CPD)

To maintain service quality, Clarity House London mandates structured supervision networks:

- **Clinical-Adjacent Supervision:** Clarity Companion Associates and Clarity Guides receive regular, documented peer and professional supervision overseen by our Psychologists to prevent burnout and ensure framework alignment.
 - **CPD Allocation:** We provide structured internal training workshops covering advanced case management, trauma-informed delivery, data privacy developments, and multi-agency working patterns.
 - **Performance Reviews:** Paid employees undergo formalized annual performance reviews, while volunteers receive structured bi-annual feedback sessions to track competency mapping and support career progression goals.
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11. Conflicts of Interest, Gifts, and Hospitality

11.1 Prohibited Incentives

Workforce members must never abuse their position for personal or financial gain. The solicitation or acceptance of personal tips, monetary loans, high-value gifts, or bespoke hospitality from active members or their families is strictly prohibited.

11.2 Minor Tokens

Minor, low-value tokens of appreciation (such as a thank-you card or a symbolic community craft item worth under £10) may be accepted but must be declared immediately to a Manager and logged in our central Gifts and Hospitality Register.

12. Social Media & Digital Communication Expectations

12.1 Separation of Spaces

Personnel must maintain strict, impermeable boundaries between their private digital lives and their professional roles at Clarity House London.

12.2 Prohibited Online Actions

Workforce members are strictly forbidden from:

- Adding, following, or accepting friend requests from active or historical service members on personal social media platforms (including Facebook, Instagram, LinkedIn, and personal WhatsApp);
 - Discussing specific case anecdotes, utilizing anonymized member narratives, or sharing organizational pictures that compromise privacy on personal blogs or public profiles; and
 - Making defamatory, discriminatory, or politically extreme public statements that bring the reputation of Clarity House London into disrepute. All digital member interactions must occur solely through encrypted corporate portals.
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13. Termination of Employment or Volunteering

13.1 Offboarding Loops

The termination of employment or the cessation of a volunteer relationship is handled via a structured offboarding protocol. This involves the immediate revocation of all corporate email accounts, the return of keys or organizational materials, and an exit interview to capture workforce feedback.

13.2 Gross Misconduct

Material breaches of this policy—including intentional data leaks, unauthorized access to files outside one's RBAC tier, professional boundary violations, or failure to escalate severe safeguarding indicators—will trigger immediate disciplinary investigations. If proven, this results in summary dismissal for gross misconduct, immediate cancellation of volunteer status, and reporting to relevant professional bodies (such as the BPS or HCPC) and the DBS.

14. Whistleblowing & Raising Concerns

Clarity House London operates a safe, transparent organizational culture. If any workforce member discovers evidence of systemic malpractice, financial fraud, intentional breaches of confidentiality, data protection violations, or a failure to execute safeguarding duties by a peer or manager, they have a statutory right to raise a formal concern.

Whistleblowing disclosures should be emailed directly to management or the Board via admin@clarityhouselondon.com. We guarantee that no workforce member will suffer any professional detriment, retaliation, or victimization for raising a bona fide public interest concern in strict accordance with the Public Interest Disclosure Act 1998.

15. Policy Review

This Policy is a core governing instrument. It must be formally reviewed **annually** by our executive management team and approved by the Board of Directors to verify ongoing compliance with UK employment laws and safer-recruitment standards. Immediate out-of-cycle reviews will occur if there are changes to our £13.50/hour Companion Associate remuneration structures or modifications to our volunteer career progression frameworks.

16. Contact Information and Corporate Placeholders

16.1 Direct Human Resources Inquiries

For any questions regarding recruitment processes, vacancy advertisements, or workforce compliance metrics, please contact our core hub:

- **Organisation Name:** Clarity House London
- **Administrative Contact Email:** admin@clarityhouselondon.com

16.2 Statutory Registrations

The administrative fields below will be fully updated immediately upon the receipt of physical registry certificates from the relevant UK government bodies:

- **Registered Corporate Address:** [To be updated upon office establishment]
- **Company Registration Number (Companies House):** [To be updated upon company registration]
- **ICO Data Controller Registration:** [To be updated upon registry entry]

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