

Recruitment and Volunteer Policy

It is essential for the Littlehampton Child Contact Centre to be staffed in a way that will allow them to provide a safe and reliable service for adults and children. The following is a list of good practice when recruiting new Volunteers:

1. Job Description to include:

- Job purpose
- Organisation Structure
- Scope of the Job
- Knowledge and experience
- Skills
- Requirement for enhanced DBS

This is required so that the person applying for the position knows exactly what the job entails and what tasks they would be expected to carry out.

2. Person Specification – the person specification outlines what would be expected from the person and includes the following:

- Health and Safety
- Client satisfaction
- Quality and continuous improvement
- Proactive approach to work
- Team working

3. Volunteer Role Advert – this can be advertised in a range of settings.

4. Application form - prospective applicants will be required to complete an application form which will include headings such as: personnel details, skills and experience, any other voluntary work undertaken, contact details of two referees.

5. Short Listing - the essential and desirable elements of the person specification and job description will make up the short listing form so that candidates can be selected for interview.

6. Interview Letter – Letters will be sent inviting candidates to come along for an interview.

7. Interview Questions - It is important that questions are prepared before the interview and they are relevant to the job advertised and the person's competency.

8. **Interview Panel** - It is preferable that two people are part of the interview panel to:

- Analyse the applications to identify they match the criteria of short listing
- Plan interview, questions, roles of the group and structure
- Prepare suitable environment
- Open interview appropriately and establish a rapport with the candidate
- Use appropriate questioning techniques
- Control interview
- Communicate (listening and speaking)
- Invite and deal with candidate questions
- Close interview
- Liaise with other member of the panel
- Conduct interview within legal requirements and make clear notes and justification for decision

9. **DBS Checks** – once the successful candidate has been chosen it is essential that enhanced checks are carried out prior to commencement in post.

10. **References** – two written references are required for applicants (if a verbal reference is carried out a hard copy is also required). Once the references are returned to the Centre it is important that any points that may be unclear in the reference must be followed up with the referee.

11. **Volunteer Role Offer** - after the interviews have taken place and the candidate has been selected, appropriate references and DBS check must be received before an offer of volunteering can be made to the successful candidate.

12. **Induction Process** – the induction process will be undertaken by a responsible person.

13. **Volunteer File** - the Child Centre Co-ordinator will hold an individual volunteer file which contains copies of their application form, interview papers, references and dates of DBS, plus any training and disciplinary proceedings. These will be checked as part of the NACCC accreditation/re-accreditation process. These will records will remain confidential and will be stored securely.

14. **Volunteer Numbers** - The Co-ordinator advises the Team Leaders of the number of families expected along with any complexities of special cases or meetings. The Team Leaders ensure that there will be a minimum of 4 volunteers. This number will be increased if there are complexities of special cases or meetings.

15. **Training** - It is essential that child contact centres are safe and that means developing the awareness and knowledge of staff, coordinators and managers involved in running them. Training is mandatory for all Co-ordinators, Staff, and managers. NACCC's Training Programme forms part of the accreditation of supported child contact centres. All Co-ordinators and Staff need to complete the training in the required subjects over a 3-year rolling period. Training will be evidenced and will form part of the accreditation process.

16. Support - the Co-ordinator, team leaders and other volunteers will offer support to the volunteers.

There will be a briefing session at the beginning and a de-briefing at the end of each Child Contact Centre session. The Centre Service Manager will support all volunteers and will have regular meetings with the volunteers to discuss any problems or issues that may arise.

The Co-ordinator has the opportunity to meet with a member of the managing committee with regular meetings in addition to the chance to debrief with the Chair and Management Committee at Committee meetings or as required.

17. Resolving problems - the relationship between the Child Contact Centre and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the Child Contact Centre is able to maintain its agreed standards of service to the children, families and referrers who use it, and it is also important that volunteers should enjoy making their contribution to this service. If your role as a volunteer does not meet with the Child Contact Centre's standards, here is how it will be dealt with:

1. Initially with a meeting with the Co-ordinator who will explain the concerns.
2. If this does not resolve the concern then a meeting with the Chair of the Management Committee will be convened.
3. If your work still does not meet with our standards then we shall have to stop using your services. At all times you will be able to freely state your case and can have a friend to accompany you. If you are dissatisfied with any aspect of your role you should:
 1. Initially explain your dissatisfaction with the Team Leader
 2. If that does not resolve the concern then a meeting with the Co-ordinator should be convened.
 3. If that does not resolve the issue then a formal meeting with the Chair of the Management Committee should follow.
 4. If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it would be inappropriate for you to continue to be a volunteer.

18. Confidentiality - the contact process requires an explicit confidentiality policy, which all Centre workers, which includes Management Committee, volunteers and staff, are obliged to observe.

19. Expenses - we value our volunteers and want to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses approved by the Co-ordinator, will be reimbursed. In order to claim expenses, an expenses form must be completed and given to the Co-ordinator.

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