



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough



Children's Safeguarding
& Family Support Volunteer
Projects

Service Area Volunteer Recruitment Procedure and Policies

**Children's Safeguarding and Family
Support**

September 2023

Introduction

Telford and Wrekin Council has a robust volunteering programme across many service areas, in line with the strategic priorities of:

- Every child, young person and adult lives well in their community
- All neighbourhoods are a great place to live
- A community-focussed, innovative council providing efficient, effective and quality services.

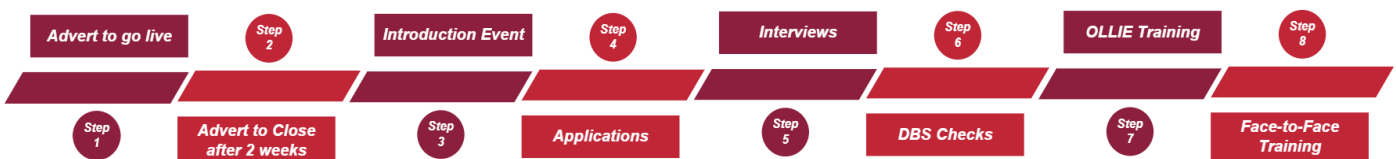
It is our aim to increase the quality, quantity, contribution and accessibility of volunteering opportunities in Telford & Wrekin as we are committed to encouraging individual involvement in the community. Volunteers are highly valued by the council as they are exemplars of our Co-operative Council approach.

This document is designed to inform staff of their role in the recruitment and support of volunteers for the duration that the volunteer is with their project.

Recruitment, support and management of volunteers will follow the [Telford and Wrekin Volunteer Policy](#). All the procedures put in place are designed to be in line with this policy.

This document works alongside the [Children's Safeguarding & Family Support Pathway to Volunteering Procedure](#).

It is estimated that it will take approximately 12 weeks to progress through each step, beginning with the initial interest of the potential volunteer, all the way through to them being ready for direct practice. Training should be planned based on the 8-step plan, completed over 12 weeks.



Potential Delays

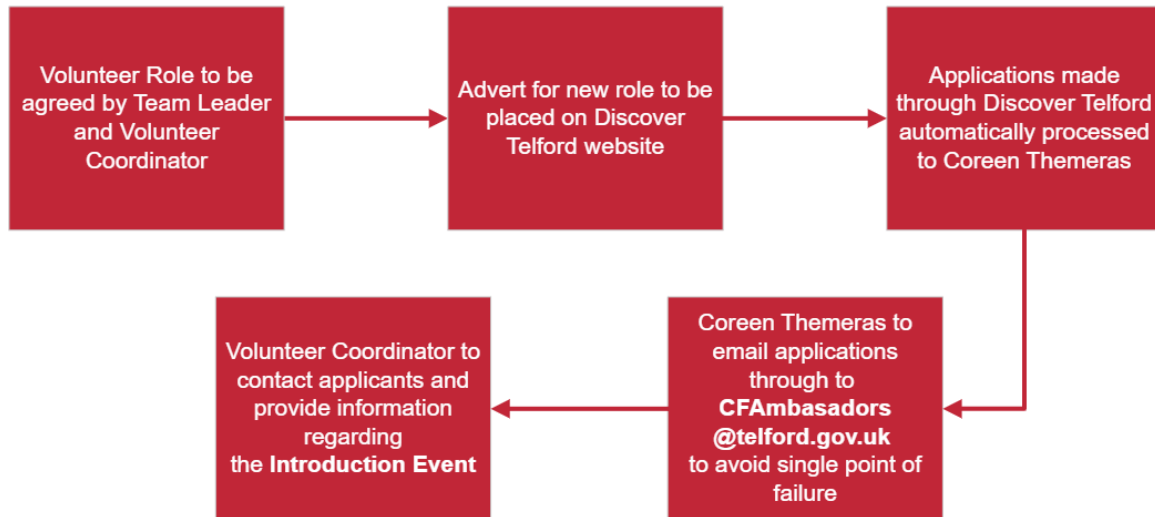
Potential delays to the 8-step plan include:

- Volunteers not being available for each step.

- Volunteers having no access to training resources (e.g., lack of computer access)
- Delays with checks (e.g., DBS delays, references, ID)
- Capacity (e.g., More applications than expected, additional checks)

The dates for the introduction event and face-to-face training should be decided in advance of the role's advert going live. This should then be reviewed after Step 2. Face-to-face training should be added to OLLIE by the Volunteer Coordinator, while external training should be organised by the Volunteer Coordinator alongside the Project Lead.

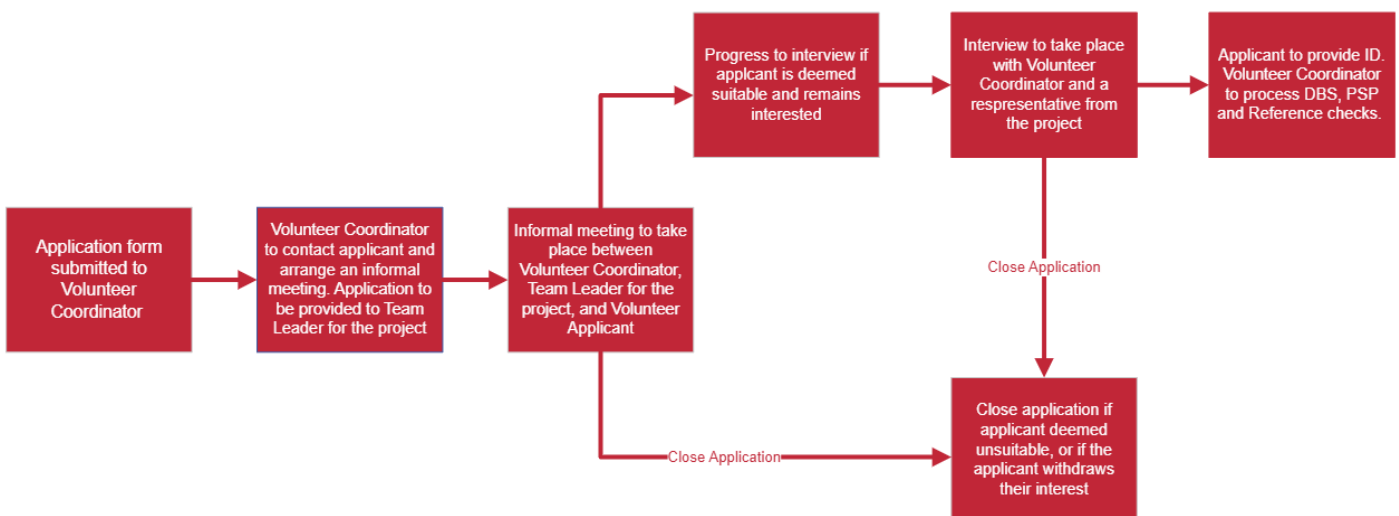
Recruitment Process



Introduction Event

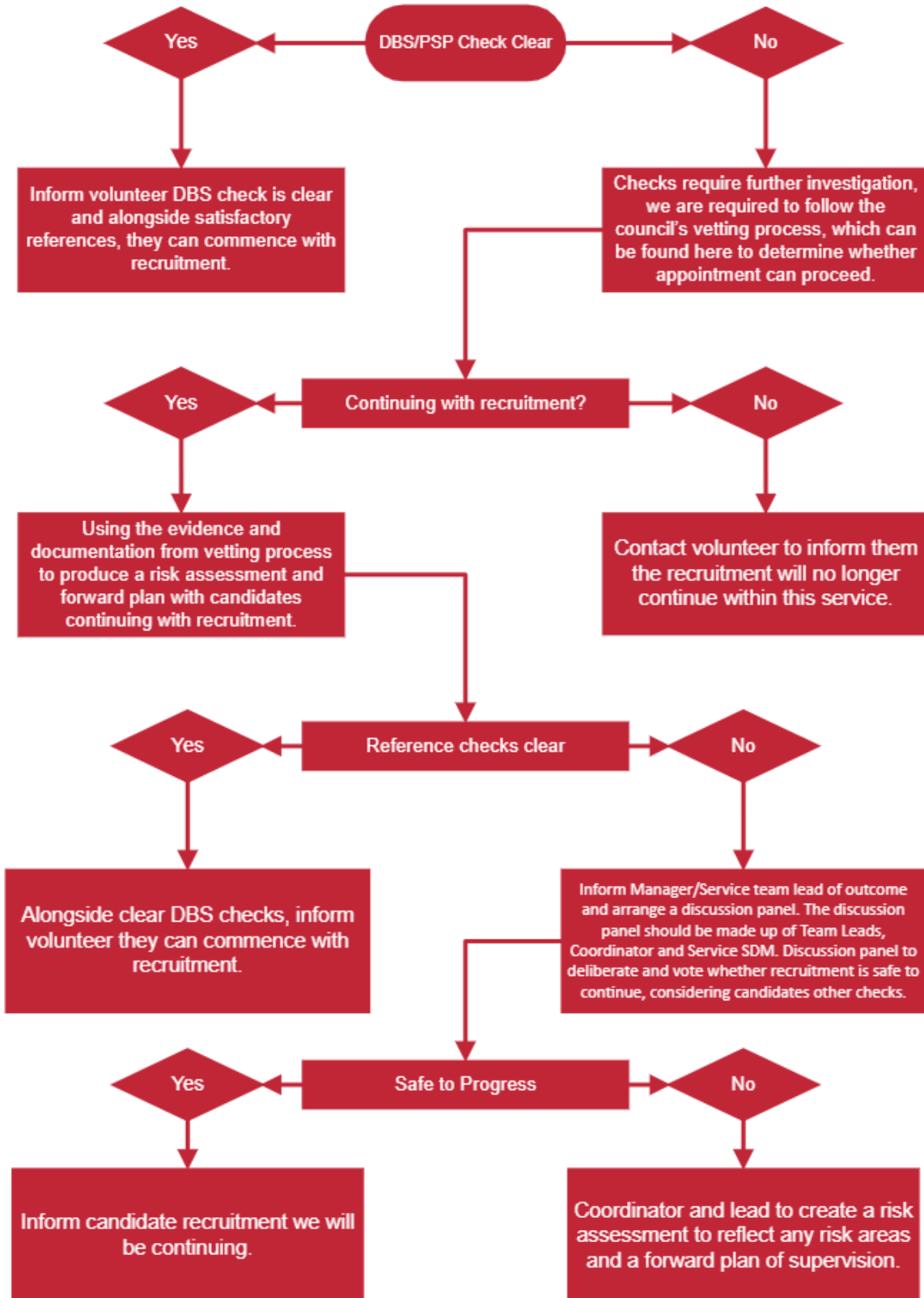
This event is to provide the potential volunteers with the information about the role they are about to undertake. This is the opportunity for them to ask questions and to find out if the role is suitable. This event should be run by the Volunteer Coordinator alongside the Project Lead. Other relevant leads may also be invited and given the chance to present. The expression of interest and follow-up contact will determine the time and venue of the event, taking into consideration where volunteers live and other commitments. Depending on volunteers this may mean that we hold an evening, daytime, or weekend event. We must be mindful of the volunteers' existing commitments. Refreshments should be provided at this event. If the volunteer is still interested in this role, they should be provided with the Volunteer Welcome Pack provided by the Central Volunteering Team which will include the Application Form. This can either be taken home and completed, or completed at the event if time permits.

Applications and Interviews Process



DBS and Reference Checks Safety Netting

Safe recruitment should always reflect our [Recruitment and Selection Policy](#). Every candidate will need to have two satisfactory references, and a DBS check. Whereby those checks are not satisfactory, the following protocol should take place:



Once the DBS check and references have been received and all staff are happy to progress with this volunteer, an OLLIE training account should be created by the Volunteer Coordinator for the volunteer.

Please note: Volunteer Drivers must undertake a driving risk assessment as part of their interview and provide their driver's licence, proof of points, MOT, insurance, tax, recovery, and service for the vehicles they are proposing to use.

OLLIE Training

The volunteer should be provided with their login details and information required to complete their OLLIE training. Learning needs should be taken into consideration beforehand and support given where required.

It will be advised that OLLIE training is completed before the face-to-face training is undertaken, but this is not essential. Once all the OLLIE training is complete, the volunteer will be provided with joining instructions for the face-to-face training if appropriate.

Face-to-Face Training

Face-to-face training can be provided by both internal and external staff. If this is required externally, either the Volunteer Coordinator, Project Lead, or a project representative must be present throughout the course. If internal staff are overseeing the training, it is advised that one other member of staff is present or within the facility to assist if required. All courses are required to be added to OLLIE, with a link sent to the volunteer by the Volunteer Coordinator.

A signed register is required for all delegates and staff, for both tracking attendance and for fire safety. This register should be taken by the staff if the fire alarm sounds. If there is a break in the training and delegates and staff leave the room/building, then the register should be checked to ensure that every delegate has returned. Once the course has finished the register should be returned to the Volunteer Coordinator.

Request or Referral for a Volunteer

It is the responsibility of the Key Worker, Personal Advisor, or Supervising Support Worker to request a volunteer to support a child, family, or young person. The request form can be found in the Shared Drive, and every Team Leader/Manager should also have a copy. This should be discussed at a supervision session. The decision to allocate a volunteer is the responsibility of the Team Lead/Manager, however matching can be supported by the Volunteer Coordinator. The Volunteer Coordinator will require a copy of all volunteer requests, for monitoring purposes.

Matching

Throughout the Recruit to Ready process, all staff involved should be able to get an understanding of the volunteer and the type of project they would be suitable to work with. This should be finalised between the Project Lead or Placement Officer and Volunteer Coordinator.

With any mentoring role it will be down to the Team Leader/Managers and, where appropriate, the Volunteer Coordinator to discuss which volunteer would be suitable for which project. In some circumstances (e.g., a mentoring project) a teambuilding and communication activity should be organised to allow the relationships to form naturally before a final decision is made by the Volunteer Coordinator, Team Leader, and Placement Officer. Where a family or young person has any additional support requirements, this may require the volunteer to undertake additional training.

For **Care Leaver Mentors** there will be a case-by-case discussion about the support the young person requires, the duration of support, and, if they are out of area, where this support will take place.

For **Foster Drivers** the Foster Carer should be consulted on the driver, as they may wish to maintain some confidentiality and privacy through not working with someone they know, or with somebody who lives locally to them.

Staff as volunteers; where Telford and Wrekin employees have applied for a volunteer role, careful consideration will be taken to ensure that there is no conflict of interest with their current paid role.

Ready and Active

At the *Ready and Active* stage, the volunteer is handed over to the Project Lead or allocated staff member. It then becomes the Project Lead's responsibility to ensure that the volunteer is paired with a worker and client and is supported appropriately in their introduction to the role.

- The volunteer is required to provide a photo to the Volunteer Coordinator for their ID cards. This will then pass to the appropriate business support to produce their card.
- The Project Lead or allocated member of staff and Personal Advisor, Supervising Social Worker and volunteer should meet to discuss the family/client they will be working with, and carry out any further risk assessment of the family/client in question.

- The initial meeting between the volunteer, family, and child or young person should always be supported by the Personal Advisor, practitioner, or Supervising Social Worker.
- The Volunteer Agreement Form 5 should be completed and sent back to the Volunteer Coordinator once the induction has been completed.
- Volunteers should be shown how to complete all the necessary paperwork, provided any resources that are required, and shown how to use StaySafe where appropriate.

Supervision and Volunteer Management

Regular supervision must be completed for all volunteers. This should be completed by either the Project Lead, an agreed member of staff, or with the Volunteer Coordinator in Group Supervisions. Group Supervisions should also be supported by a staff member from the relevant team. The level and frequency of supervision will vary depending on each project, based on the complexity of the case the volunteer is working with. Supervision should increase if the volunteer or the Project Lead feels they require extra support, or the case requires closer contact.

Attention should always be paid to the personal commitments and mental health of our volunteers. Recognition in the way of a thank you should always be part of the supervision. The period between supervision will be case dependent, and at the lead's discretion. However, a volunteer should not go any more than 8 weeks without a formal or informal supervision, which can be completed virtually or via a phone call.

Group Supervision will be completed by the Volunteer Coordinator plus one other member of staff (e.g., Project Lead or Personal Advisor), and will run 4 times a year. This session will offer the volunteers the opportunity to discuss generic concerns and share experience with their peers and other volunteers. All attendees will have already signed a confidentiality agreement and will be made aware of this at the start of each session. An agenda for formal group supervisions will be provided, however it is hoped that each session will be driven by the volunteers. Minutes will be recorded by the Volunteer Coordinator, and distributed to the volunteers following each session, with a record to be kept. Any actions arising from each supervision will be followed up by the Volunteer Coordinator. Refreshments will be provided at these sessions.

Further Training

At any point through the volunteer's time with the project, they may require further training to update their existing training. This should be discussed initially with the Project Lead, Personal Advisor, or Volunteer Coordinator. The training requirements form can be used to assist with this process and should be signed when approved. The form should be passed

on to the Volunteer Coordinator to add to the volunteer's record and to enable setting the training up on OLLIE, if not already available.

The End to Volunteering

If the volunteer decides to move on from the project, then an Exit Interview should be completed. If all parties agree, both the Project Lead and Volunteer Coordinator should attend this interview. The Exit Interview should follow the guidelines provided by the Central Volunteering Team. The volunteer should also be given the option to explore volunteering for other departments, if appropriate.

Risk Assessments

An individual risk assessment for each role will be in place, which should be written by the Volunteer Coordinator and Project Lead. This is then checked and managed by the Project Leads as they can assess risk more effectively due to their role. Risk assessment should be brought up and checked at each Volunteer Manager meeting 4 times a year. Care should be taken to ensure that they are in line with the Council's policies.

Children's Safeguarding and Family Support Volunteer Manager Meetings

The Volunteer Manager Meeting will take place 4 times a year, however this can be flexible accounting for need. This will afford the opportunity to discuss any changes that the Central Volunteering Team have made us aware of, discuss good and bad practice, and offer the chance to ask for advice. This meeting will also ensure that the work being completed is still meeting the original project objectives or will provide the chance to act if changes are required as the project progresses.

Contact information

For all volunteer enquiries please contact our Volunteer Coordinator, Katie Cook.

- Katie.cook@telford.gov.uk
- 07970376910
- 01952 381060