



Children's Safeguarding and Family Support Volunteering Procedure

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 the project.

Recruitment, support and management of volunteers will follow the Telford and Wrekin Volunteer Policy.

<https://telfordcorporate.sharepoint.com/teams/eCouncil/SA/CommunityPart/Shared%20Documents/Volunteering/Volunteers%20and%20volunteering%20policy.docx.pdf?csf=1&e=mjn65M&cid=97ab055-7a3b-4ca0-a198-a582dbd00f2c> All of 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 get volunteer from the initial interest stage to ready for practical phase. When to recruit to be decide on by team leads and Volunteer Coordinator. Training should be planned based on the 12 week plan.

W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12
Advert to go live Contact V as interest comes in		Advert to close		Intro Event							
		IE and F2F T dates reviewed		Applications							
						Interviews					
							DBS				
									Ollie Training		
										Face 2 face training	

Potential delays to the 12 week plan,
Volunteer not available, No access to training e.g. computer, DBS delays, Staff not available such as leave, or sickness. Face to face training delayed, more applications than expected, delays with references coming back, Delays with ID.

Dates to be decided in advance of advert going out for intro event and face to face training. To be reviewed in week 3. F2F training should be added to OLLIE by Volunteer Coordinator.
External training should be organised by Volunteer Coordinator alongside project lead.

Recruitment: Advert to be placed on the Discover Telford site. Agreed by Team Lead and Volunteer Coordinator. Contact Coreen Themeras. Generic email CFAmbassadors@telford.gov.uk to be used for contact to avoid single point of failure.

Volunteers to be contacted by Volunteer Coordinator as expression of interest comes through.
Provided with information regarding the intro event.

Information 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 Team lead. Other relevant leads may also be invited/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 have to be mindful of the volunteers existing commitments. Refreshments should be provided at this event. If volunteer is still interested in this role, they should be provided with the **Volunteer Welcome Pack** provided by Central Volunteering team which includes the **Application form**.

This can either be taken home and filled out or filled out at the event if time permits.

Applications, Interviews and DBS: Applications should come to Volunteer Coordinator to be processed and Interviews should be organised with Volunteer, Volunteer Coordinator and Team lead. Team lead should be provided with Volunteers application before the interview. If interview is successful then a DBS and PSP must be undertaken. Volunteers to complete DBS application and provide ID documents to Volunteer Coordinator. Volunteer Coordinator to process ID documents. References should also be undertaken at this point. Referees for each applicant will be contacted via Email or post requesting a reference.

Once DBS and references have been received and all staff happy to continue with this volunteer, An OLLIE training account should be organised by Volunteer Coordinator for the volunteer.

If at either the DBS or Interview the Volunteer is not successful then they should be made aware of this and the reason why. There may be other opportunities for this volunteer and Volunteer Coordinator to discuss with Central Volunteering Team.

Please note Volunteer Drivers must undertake a driving assessment as part of their interview and provide drivers licence, Prof of points, Mot, insurance, Tax, Recovery and service for the vehicles they are proposing to use.

Training: Volunteer to be provided with Login details and Information in regards to 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 F2F training is undertaken, but it is not essential. Once all training is completed. The volunteer will be provided with joining instructions for the F2F training if appropriate.

F2F training: This can be provided by both internal and external staff. If External either Volunteer Coordinator or Team lead or representative must be present throughout the course. If internal staff are running it is advised that one other member of staff is present or within the facility to assist if required. All courses to be added to OLLIE and link sent to the volunteer by the Volunteer Coordinator.

A signed register is required for all delegates and staff for both tracking the training and 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 all have returned. Once course has finished register should be returned to Volunteer Coordinator.

Request or Referral for a Volunteer: It is the responsibility of the Key worker, PA, 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 area or all Team lead should have a copy. This should be discussed at a supervision session. The decision to allocate a volunteer is the responsibility of the Team lead or manager however matching can be supported by the Volunteer Coordinator. The Volunteer Coordinator will require a copy of all 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 family they would be suitable to work with. This should be finalised between Team lead or Placement officer and Volunteer Coordinator. With any mentoring role it will be down to the TL, PO, PW and where appropriate the Volunteer Coordinator and to discuss which volunteer would be suitable for which family or young person. Where appropriate (mentoring project) a teambuilding and communication activity should be organised to allow the relationships to form naturally before a final decision made by the Volunteer Coordinator, TL and PW is agreed.

Where a family or YP 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 YP requires, the duration of support and if they are out of area what space the support will take.

For **Foster Drivers** the Foster Carer should be consulted on the driver, as they may not wish to work with someone they know or lives local to them or is a neighbour.

Staff as volunteers; Where T&W staff have undertaken a volunteer role careful consideration will be taken to ensure that there is no conflict of interest with their paid role.

Ready and Active: At this stage the volunteer is handed over to the Team lead or allocated staff member. It then becomes the team Leads responsibility to ensure that the volunteer is paired up with a worker and client and that they are introduced in to their role and supported appropriately.

- 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. It is the responsibility of each team to provide the **ID cards** to their volunteers.
- The team leads or allocated member of staff and PA, SSW 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, child or young person should always be supported by the PA, worker or SSW.
- **The Volunteer Agreement form 5** should be completed and send back the Volunteer Coordinator once the induction has been completed.
- Volunteers should be shown how to complete all of the necessary paperwork, provided with any kit that is required and shown how to use **Staysafe** where appropriate.

Supervision: Regular supervision must be undertaken for all volunteers buy the team Lead or agreed member of staff or with the Volunteer coordinator in Group supervisions, supported by a member of the relevant team staff. The level and regularity of supervision will vary project to project, based on the complexity of the case the volunteer is working with. Supervision should increases if the Volunteers or the team Lead feels they need extra support or the case requires closer contact.

Attention should always be paid to the commitments and Mental Health of or 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 manager's discretion, however a volunteer should not go any more than 8 weeks without a formal or informal supervision by the way of a phone catch up. Shared supervision which will be run by Volunteer Coordinator plus one other member of staff (potential for team leads or PA to support this event), will run 4 times a year. This session will offer

the volunteers the opportunity to discuss generic concerns and share experience with peers/other volunteers. All present will have already signed a confidentiality agreement and will be made aware of this as the start of the event.

An agenda for Formal group supervisions will be provided but it is hoped that it will be driven by the volunteers.

Minutes will be recorded by the Volunteer Coordinator, sent to volunteers post event and a record will be kept. Any matters arising from this event will be followed up by the Volunteer Coordinator. Refreshments will be provided at this event.

Further training: At any point through the volunteer's time with the project they may require further training or to update their existing training. This should be discussed initially with the team lead, PA or Volunteer Coordinator and the **Training requirements form** can be used for this and signed as approved. The form should be passed on to the Volunteer Coordinator to add to the V's records and get required training set up if not already available on Ollie.

The End to Volunteering: If the volunteer decides to move on from our project then an Exit interview should happen. If all parties agree both the Team Lead and Volunteer Coordinator should be in attendance at this interview. Exit interview should follow the guidelines provided by the Central Volunteering Team. Options to volunteer for other departments should be provided to the volunteer if appropriate.

Risk Assessments: A risk assessment should be written for each role, this should be written by the Volunteer Coordinator and Team Lead. This is then checked and managed by the team leads as they know the risks and are closer to them.

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 Councils policies.

SCFS Volunteer Manager Meetings: This meeting will happen 4 times a year (this can be changed as needed) This will give us the opportunity to discuss any changes that the Central Volunteering Team have made us aware of, discuss good and bad practice, ask for advice and ensure that the work that is being carried out is still meeting the original project objectives and or if we need to change our thinking as the project adapts to need.