

# **KNOCK CHILD CONTACT CENTRE**

## **VOLUNTEER POLICY**

Knock Child Contact Centre offers a facility where children of separated families can enjoy contact in a neutral meeting place with one or both parents, and sometimes other family members, in a safe and comfortable environment. In order to offer this service, volunteers are needed to:

- do the refreshments
- prepare and clear up the Centre on the day
- ensure that the Centre is secure and safe
- be on hand to assist the families using the Centre

### **Recruitment**

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities and Diversity Policies. The applicant will have to complete an application form, but help can be given with this if necessary. The applicant will be interviewed by the Coordinator and a member of the management committee and the two references asked for will be taken up.

An enhanced level of criminal record disclosure with AccessNI will be made for every volunteer working in the Child Contact Centre.

### **Induction and training**

There will be an induction prepared and delivered by the Coordinator.

This will include:

- The role of the volunteer
- A list of all staff members and volunteers
- A list of Management Committee members
- Copies of all the Child Contact Centre policies including this Volunteer policy and those on AccessNI Disclosure Information, Secure storage, use and disposal of disclosure information, Child Protection and Safeguarding, Complaints, Confidentiality, Domestic Violence and Conflict Management, Equal Opportunities and Diversity, Health and Safety, Pandemic Flu, Recruitment of Ex-offenders and Vulnerable Adults.
- Essential procedures i.e. timekeeping, rota etc.
- Induction training and details of ongoing training
- Information about NACCC and its Values and National Standards
- Other information as appropriate.

There will be a trial period of 3 months to give the Child Contact Centre and the volunteer time to discover if they are suited to each other. A review will be made midway through the trial period and also at the end.

### **Expenses**

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses, if required, will be reimbursed e.g. expenses

for travel. In order to claim expenses, an expenses form must be completed and given to the Coordinator at least every three months and all claims must be up to date before 31 March each year.

### **Support**

The Coordinator, Management Committee 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 Coordinator will support all volunteers and will have regular meetings with the volunteers to discuss any problems or issues that may arise.

The Coordinator will receive support and regular supervision sessions from a named committee member.

### **Insurance**

The Child Contact Centre has a valid insurance policy which you are advised to read.

### **Confidentiality**

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

### **Resolving problems**

The relationship between the Child Contact Centre and its volunteer workers is entirely voluntary. 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 coordinator 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 work you should:

1. Initially explain your dissatisfaction to the Coordinator.
2. If that does not resolve the issue then a formal meeting with the Chair of the Management Committee should follow.

At all times you will be freely able to state your case and can have a friend to accompany you.

This Volunteer policy is freely accessible to all. It will be reviewed annually and updated as required.