



Renfrewshire and Inverclyde

Home-Start Renfrewshire & Inverclyde (hereafter called Home-Start)

Policy and procedure: Recruitment, Supervision and Management of Volunteers

POLICY STATEMENT

Home-Start recognises that effective recruitment of volunteers and trustees plays an essential part in both the provision of a high quality and safe service to families.

Home-Start endeavours to ensure that all volunteers receive supervision in line with the recommended Home-Start principles and procedures set out below.

Home-Start recognises that volunteers sometimes need to take a break from supporting families. The volunteer resting period is carefully managed to balance the needs of the volunteer with the operational work of the local Home-Start.

PROCEDURE

Recruitment of Volunteers

Before a Home-Start volunteer or trustee takes up their role, the following should be in place;

- a clear role description and person specification
- an application form or CV
- evidence of a relevant PVG check at the appropriate level ([see appendix 1](#)).
- references
- interview
- completion of a volunteer induction ([see appendix 2](#))

Certain roles based within a Home-Start (e.g. Administrator) would normally require less checks ([see appendix 1 & 2](#)).

Documents relating to the recruitment of a volunteer or trustee (as outlined above) must be kept on the volunteers personnel file (either hard copy or electronically, in line with the retention table within the data protection policy).

All volunteers and trustees must inform Home-Start if their circumstances change between checks - that may affect their suitability for contact with children, or if they undertake new duties that require regular unsupervised contact with children.

Induction and training

The type of induction and training that a volunteer or trustee requires will depend on their role. For example a Home-Visiting volunteer must complete the Volunteer Course of Preparation, however this is not a requirement for an administration assistant ([see appendix 2](#)).

All volunteers and trustees are required to read and sign the safeguarding/child protection code of conduct

Within this, they are required to read

- Home-Start Safeguarding policy
- Home-Start Data protection policy and procedure
- Home-Start Confidentiality policy and procedure

This must be re-read and re-signed on an annual basis within training, at an annual review or extended supervision session. Signed documents must be kept on the volunteers personnel file.

Supervision

Home-Start recognises that regular and effective supervision plays an essential part in both the provision of a high quality and safe service to families and in the management and development of its volunteers. Home-Start undertakes to ensure that all volunteers receive supervision in line with the recommended Home-Start principles and procedures set out below.

Trustees are ultimately accountable for ensuring that adequate supervision is provided to all volunteers and delegate the responsibility for undertaking this activity to the senior worker and/or organiser/co-ordinator.

- Supervision is regular, planned and recorded, and forms part of the overall framework of guidance and support provided to volunteers
- All volunteers undertake to make themselves available for regular supervision meetings as part of their commitment to Home-Start
- Supervision records are kept in line with Home-Start policy; notes are made of discussions only in order to maximise the support to the family and the volunteer's capacity to deliver support
- The family are aware that the volunteer will be talking to the organiser/co-ordinator about the progress of their home-visiting

Volunteers:

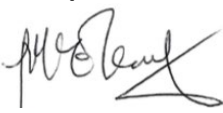
- undertaking home-visiting must have a supervision meeting at least every 12 weeks
- who are supporting families where a social care plan (to include CP, CAF/TAC, CiN) is in place should have a supervision meeting more frequently e.g. 'a Home-Visiting volunteer supporting a family with children on the edge of being taken into care may need weekly/fortnightly supervision, but the same volunteer supporting a family with a CAF plan that are engaging with services and meeting objectives might only need supervision every 8-12 weeks'
- undertaking other roles should be supervised as deemed appropriate by the local Home-Start.

- Supervision meetings should be held on a one-to-one basis where confidentiality can be respected.
- Records are signed and retained to comply with data protection requirements. Any data concerning a family is retained on the family file and any data concerning the volunteer is on the volunteer file
- Senior staff report on a quarterly basis, to trustees, that volunteers' supervision meetings are up to date and in line with this policy.
- Cancelled or postponed supervision meetings are noted in the volunteer file and an alternative time and date is agreed as soon as possible
- The organiser/co-ordinator always checks with the volunteer:
 - that they know they can access informal support from the local Home-Start at any point
 - that they are clear about how to report any safeguarding/child protection concerns, and that they should not wait until the next supervision meeting to do so if any concerns emerge in the course of their support to the family
 - that they have the out of hours number for safeguarding/child protection concerns.

Management of Resting Volunteers

'Resting' is the term used when a volunteer takes some time out from their volunteer role.

- Home-Start aims to maintain a flexible and sensitive approach to supporting volunteers but places a usual limit of twelve months on any rest period
- A record of the resting period is kept on the volunteer file and their status as an active or resting volunteer is clear
- The local Home-Start will keep in touch with the resting volunteer as appropriate to the individual circumstances
- It is recommended that a returning volunteer has a 121 meeting with their manager prior to commencing their duties. It is required that the returning volunteer rereads and signs the policies relating to their role.
- If a volunteer returns after more than 12 months it is advised to complete a new application form, references, DBS, refresh their training and read and sign policies relating to their role

This policy adopted:	28th September 2022
Date by which policy to be reviewed (3 years)	28th September 2025
Signed (Co-Chair)	
Name:	James McEleny
Date:	28th September 2022

Appendix 1: Recruitment Checks.

- Please note, the below acts as a guidance only. For example, level of checks are determined on whether the volunteer is completing regulated activity, whether they have reasonable day to day supervision and whether your Home-Start is based within a specified establishment.
- Volunteers requiring DBS/PVG/Access NI checks must be rechecked at three yearly intervals unless automatic update service is used
- **Scotland:** Roles that involve regulated activity are to be checked through Scotland’s Protecting Vulnerable Groups Scheme (PVG Check)

Volunteer Roles	Role description required	Application form /CV	Interview	References	Other	Level of Check	Child Barred List	Adult Barred List	Workforce
Home-Visiting Volunteer	Yes	Enhanced	Formal /Recorded	Two		Enhanced	Yes	Yes	Child & Adult
Group Volunteer	Yes	Enhanced	Formal /Recorded	Two		Enhanced	Yes	No	Child
Trustee	Yes	Enhanced	Formal /Recorded	Two	Trustee declaration	Enhanced	No	No	Child & Adult
Volunteer Driver (Transport)	Yes	Enhanced	Formal /Recorded	Two		Enhanced	Yes	Yes	Child & Adult
Administrator (Departmental)	Yes	Basic	Informal /Recorded	Two		No Check	No	No	NA
Retail Assistant	Yes	Basic	Informal/recorded	One		No check	No	No	NA
One Off (events)	Yes	No	None	None		No check	No	No	NA

Appendix 2: Induction, training and supervision

Please note, these are the minimum requirements. Each local Home-Start will determine what additional training and policies are suitable for the volunteer depending on their role.

Volunteer Roles	Safeguarding Code of Conduct (to include safeguarding, data protection and confidentiality).	Induction	Other policies	Supervision	Additional training (complete as necessary)	Annual refresher training (complete as necessary)
Families Home						
Home-Visiting Volunteer	Yes	Volunteer Course of Preparation	Looking After Children in the Absence of Parents	At least every 12 weeks (more frequent if on a child protection plan)		
Local Home- Start						
Family Group Volunteer	Yes	1 Day		As required		
Trustee	Yes	Trustee Induction	Trustee Conflict of interest policy	As required		
Volunteer Driver (Transport)	Yes	1 Day		As required		
Administrator (Departmental)	Yes	1 day		As required		
Retail Assistant	Yes	Retail-specific		As required		
One Off Volunteer (events)	Relevant to event	On the day briefing				