



# Recruitment of Helpers Policy

updated June 2019



Kennington Youth Club aims to make sure its helpers are clear about what their roles and responsibilities are. It aims to ensure fairness and consistency so that helpers are treated equally and fairly and supported well.

This policy sets out and explains:

- how we recruit, induct, and train regular helpers.
- where helpers stand so that they know what they can expect.
- where they can turn to if they feel things are going wrong.

## Recruitment of Helpers

We will draw up a description of the tasks or role that we need the helper to perform. This will help identify the skills, experience or qualifications (if relevant) that are needed. It will aid helpers in understanding how they fit into the services and activities the club provides.

We will use this information when we advertise and recruit helpers to make sure applicants are aware of what is expected. We will use our Equality and Diversity Policy to make sure the role and tasks are appropriate.

We will use appropriate means to advertise for helpers locally that take into account the principles of our Equality and Diversity Policy. This includes local notice boards, newsletters, local press, flyers, Parish and Town Council notices and magazines, the local Volunteer Centre, etc.

Note: for one off parental help the bulk of this policy will not apply. This primarily applies to those wishing to seek a role such as Youth Support Helper. The potential helper will be asked to complete a short application form. Help can be given with this if necessary. The form is designed to be as simple and accessible as possible and contains the following:

- name, address, and contact details.
- brief explanation of any experiences or skills.
- declaration of criminal convictions (under the provision of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975).<sup>1</sup>
- details of two referees
- room for signature and date

This information will be held in line with Kennington Youth Club's General Data Protection Regulation (GDPR) Policy. The potential helper will be invited to an initial meeting/phone conversation with the Youth Leader and if this is positive, the references will be taken up. The applicant will then be invited to an interview with the Youth Leader and a member of the committee, who ideally will also have some experience of weekly sessions.

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<sup>1</sup> Individuals are not entitled to withhold information about convictions which for other purpose are spent under the provisions of the Act and in the event of engagement as a volunteer, any failure to disclose such convictions could result in dismissal. Any information given will be treated confidentially and will be considered only in relation to any application for positions of which the order applies. Criminal convictions range from minor (e.g. parking offences) to very serious (e.g. rape and murder). Convictions are NEVER spent for the purposes of working with young people.



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An enhanced disclosure and barring check with the Disclosure and Barring Service (DBS) will be made for every helper. Checks will be repeated every three years and we will make use of the Update Service also. It is the responsibility of the management committee to see the certificate. Until it is seen a helper should not have sole responsibility for any young people.

## **General Data Protection Regulation**

A privacy notice will be made available to all applicants explaining why Kennington Youth Club are asking for and retaining their personal information, what they will use it for, and who if anybody they will share it with and how they will protect an individual's personal information.

The GDPR Policy refers to the holding of information on living persons, which can include both paid staff and helpers. It gives people the right to know what information is held about them and sets out rules to make sure that this information is handled properly. Only relevant information about a helper will be held.

Records held for the purposes of recruitment of helpers and staff shall be held along with any relevant training records or certifications or in the case of non-appointment destroyed within six months. The result of a DBS check is therefore added to the volunteer's file and the actual DBS check itself is destroyed.

Kennington Youth Club has a process for dealing with employee files that follows the European General Data Protection Regulation, and has adopted this for the volunteer files. This follows good practice guidelines from the Information Commissioner Office.

**All workers, which includes Management Committee, helpers and staff, are obliged to observe the General Data Protection Regulation Policy.**

## **Monitoring**

We will use our Equality and Diversity Policy procedures to monitor our volunteer recruitment.

## **Retaining Records**

We keep records of helpers who have left for a period of 6 months, but 18 months for those who tell us they might, upon leaving, request references in the future. In line with the General Data Protection Regulation, helpers may also request access to their data and/or that it is corrected or erased at any time. Details of exact data that Kennington Youth Club holds about an individual will be given within 30 calendar days.

## **Non-starters**

We follow-up all registrations where the helpers 'disappear', i.e. do not start volunteering. If we get no response from a letter, telephone call, or email, it is our policy to dispose of these records within one calendar month.



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## Induction and Training

An induction period will be prepared and delivered by the Youth Club Leader or their designate.

This will include:

- Tour of club premises and explanation of health and safety instructions, reporting of accidents, first aid procedures, and fire evacuation procedures.
- The role of the helper – their duties and responsibilities.
- Meeting staff, helpers, and Management Committee members.
- Copies of all the relevant policies for their role including General Data Protection Regulation, Health and Safety, Equal Opportunities and Diversity, Safeguarding, Dealing with Incidents & Conflict Management.
- Codes of conduct for helpers and members.
- Essential procedures i.e. timekeeping, rota, etc.
- Safeguarding training.
- Other information as appropriate.

There will be a trial period of eight sessions to give the club and the helper time to discover if they are suited to each other. A supervision/review will be made for after this period, and regular contact with a senior member of the team will be enforced.

## Expenses

We value our helpers and want to make sure that there are no barriers to their involvement. All prior agreed out-of-pocket expenses, if required, will be reimbursed. No expense reimbursements can be provided for matters including expenses for travel, meals, and childcare. In order to claim expenses, an expenses form must be completed and given to Roy Peach, Youth Leader.

## Support

The Youth Club Leader and other helpers will offer support to the helper. This involves having regular meetings to discuss any problems or issues that may arise.

## Insurance

The club has a valid insurance policy which everyone is advised to read.

## Resolving Problems

Kennington Youth Club is committed to maintaining agreed standards when working with young people and also in making sure that everyone who helps enjoys making their contribution to this service.

If an individual's role does not meet with the club's standards it shall be dealt with in the following way:

1. Initially with a meeting with the Youth Club Leader who will explain the concerns.
2. If this does not resolve the matter then a meeting with representatives of the Management Committee will be convened.
3. If the work still does not meet with our standards then we shall have to stop using the adult's services.

At all times a helper will be able to freely state his/her case and can have a friend to accompany him/her.



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If a helper is dissatisfied with any aspect of his/her work he/she should:

1. Initially explain the dissatisfaction with the Youth Club Leader.
2. If that does not resolve the concern then a meeting with the Management Committee Chair should be convened.
3. If after this, the dissatisfaction remains unresolved, and we are unable to resolve the grievance, then it would be inappropriate for the individual to continue to be a helper.

At all times a helper will be able to freely state his/her case and can have a friend to accompany him/her.

**Signed on behalf of the Management Committee:**

**Name..... Chairperson**

**Signature.....**

**Date.....**

**Name..... Youth Leader**

**Signature.....**

**Date.....**

(This policy will be reviewed annually)

<b>Document version history</b>		<b>Author: Roy Peach, Youth Leader</b>	
<b>Version</b>	<b>Date</b>	<b>Amendments</b>	<b>By whom</b>
3	03/05/2019	Use of 'staff' amended to appropriate phrase where necessary to encompass all adults.  Inclusion of use of DBS Update Service.	Roy Peach, Youth Leader