



Birmingham Child Contact Centre

Recruitment Policy

(This should be read in collaboration with BCCC's Volunteer Policy)

It is essential for Birmingham Child Contact Centre (BCCC) to be staffed in a way that will allow it to provide a safe, reliable and effective service for adults and children. The following is a list of good practices used when recruiting and supporting Volunteers:

1. Role Description to include:

- Role purpose
- Organisation Structure
- Scope of the Role
- Knowledge and experience
- Skills
- Key accountabilities and performance measures.

This is required so that the person applying for the position knows exactly what the role entails and what tasks they would be expected to carry out.

2. Person Specification – the person specification outlines what would be expected from the person and includes the following:

- A commitment to the aims and objectives of BCCC
- Child Protection, Health and Safety information
- Use of professional initiative
- Quality and continuous improvement
- Proactive approach to duties
- Team working

3. Role Advert – this can be advertised in a range of settings. For example, Libraries, online advertisements, social media, leaflets/posters, university stalls for career days, etc.

4. Application form & Employment and Equal Opportunities Monitoring - prospective applicants will be required to complete an application form which will include headings such as personal details, history of education, qualifications gained, criminal records (the organisation will require a DBS check at the enhanced level to be carried out). Additionally, an equal opportunity monitoring form will be included in the application pack. This helps BCCC to measure how effective it is in attracting a range of candidates and demonstrates BCCC's commitment to diversity and inclusion.

5. Short Listing - The essential and desirable elements of the person specification and role description will be recorded on the shortlisting form and used for short listing purposes.

6. Interview Questions - It is important that questions are prepared before the interview, and they are relevant to the role advertised and the Person Specification.

7. Interview Panel – where required it is preferable that the interview panel is led by one member of the panel who, in liaison with the other members will:

- Analyse the applications to identify they match the criteria of short listing.
- Plan interview, questions, roles of the group and structure
- Prepare a suitable interview environment
- Chair the interview(s)
- Open the interview appropriately and establish a rapport with the candidate
- Use appropriate questioning techniques
- Control the interview
- Invite and deal with candidate questions
- Close the interview
- Liaise with other members of the panel on the outcome of the interviews

- Conduct the interview within legal requirements and make clear notes and justification for decision
8. DBS Checks – Once the successful candidate has been chosen, it is essential that Enhanced Level DBS checks are carried out. The level of responsibility and interaction will dictate whether the successful applicant will carry out their duties immediately or wait until the DBS has been cleared.
 9. References – Two written or verbal references are required for all applicants (if a verbal reference is carried out a hard copy is also required). Once the references are received it is important that any points that may be unclear in the reference must be highlighted and followed up with the referee.
 10. Volunteer Offer Letter/email - after interviews have taken place and the candidate has been selected, appropriately referenced and DBS check has been received, an offer of voluntary service is sent to the successful candidate. This letter outlines the following and can act as their 'contract of Voluntary Service'
 - Probationary period (for volunteers: a minimum of four weekly sessions)
 - Expenses (where appropriate)
 - Hours of work
 - Starting date
 11. Contract – once all appropriate paperwork is received (references, DBS check etc.) the contract of volunteering should be drawn up and the person should sign and return one copy (keeping a copy for themselves)
 12. Induction Process – a responsible person will undertake the induction process. Volunteers & Family Coordinator will take responsibility for mentoring both directly and indirectly through Team Leaders.
 - Volunteers will receive induction training by the Volunteers & Families Coordinator and will be allocated a "buddy" who will act as a mentor to provide support regarding the policies and procedures of BCCC.
 - Volunteers should also receive the following documents: (1) Volunteers Information Pack – containing copies of the Contact Centre's Codes of Practice, Procedures, guidelines and main policy documents. (2) Volunteers and Members contact information and the Volunteers Rota.
 13. Volunteer File: The Volunteers & Families Co-ordinator will have access to an individual volunteer file that contains copies of their contact information, application form, interview notes, references and DBS forms. The date of issue for their DBS and the DBS certificate number will also be noted. Plus any training and disciplinary proceedings. These will be checked as part of the NACCC accreditation/re-accreditation process. The storage and accessibility to this data shall be in accordance with our Privacy (GDPR) Policy.
 14. All Volunteers and Members of the Management Committee (where appropriate) will receive appropriate BCCC / NACCC training. They will also be encouraged to request training on special subjects that are of interest to them and relevant to the services provided by BCCC.
 15. Participation: All volunteers who have passed their probationary period are welcome to apply to become members of Birmingham Child Contact Centre, to gain an understanding of best practices in the management of organisations such as BCCC and also participate in the management of BCCC.
 16. References for Volunteers: Child Contact Centres' achievements depend on the dedicated work of volunteers, week in week out, year by year. It is important that volunteers are aware of BCCC's appreciation of their unique contribution and is committed to helping volunteers in any way they deem appropriate. This will include assistance in drafting CVs and writing references based on the Centre's records, giving due regard to the Contact Centre's GDP Regulations and Policies.