## West Wilts Child Contact Centre

**Recruitment Policy**

It is essential for Child Contact Centres to be staffed in a way that will allow them to provide a safe and reliable service for adults and children. The following is a list of good practice when recruiting supporters.

1. **Job Description** to include:
   * Job purpose
   * OrganisationStructure
   * Scope oftheJob
   * Knowledge andexperience
   * Skills
   * Key accountabilities andperformancemeasures.

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

1. **Person Specification**

the person specification outlines what expected from the person and includes the following:

* + Health and Safety
  + Parent and Child satisfaction
  + Qualityand continuous improvement
  + Proactiveapproach to work
  + Teamworking

1. **Job Advert**

West Wilts Child Contact Centre does NOT place advertisements for voluntary supporters. This is to reduce the risk of inadvertently recruiting paedophiles.

1. **Applicationform For Recruitment of Voluntary Supporters**

Prospective applicants will be required to complete an application form which will include headings such as; personal details, history of education, qualifications gained, at least five years employment history, criminal records (the organisation will require a DBS check to be carried out) and that they are UK citizens or they have permission to live in the UK. An equal opportunities question(s) will be included in the application form.

**5. Short Listing**

Normally we are recruiting voluntary supporters. This means that there is not normally a competition for a single sucessfull candidate. We are only looking at suitability to be a supporter. If there is the need to fill a single post with more than one applicant then the essential and desirable elements of the person specification and job description will make up the short listing form so that candidates can be selected for interview.

**6. Interview Letter**

Letters inviting candidaes to come for an interview will be sent. If a presentation or test is to take place this must be stated to allow candidates toprepare.

**7. Interview Questions**

It is important that questions are prepared before the interview and that they are relevant to the job.

**8. Interview Panel**

It is preferable that three members are part of the interview panel to:

* + Analyse the applications to identify they match the criteria of short llisting.
  + Plan interview,questions,roles ofthe groupandstructure
  + Prepare suitable environment
  + Open interview appropriately and establish a rapport with the candidate
  + Use appropriate questioning techniques
  + Control interview
  + Communicate (listening and speaking)
  + Invite and deal with candidate’s questions
  + Close interview
  + Liaise with other members o fthe panel
  + Conduct interview within legal requirements and make clear notes and justification for decision.

**9. DBS Checks**

Once the successful candidate(s) has/have been chosen it is essential that enhanced checks are carried out prior to commencement in post.

**10. References**

Two written references are required for applicants (if a verbal reference is carried out a written hard copy is also required).

**11. Job Offer Letter**

After the interview as taken place and the candidate has been selected, DBS check and appropriate references have been received an offer of a position is sen

**12. InductionProcess**

The induction process should be undertaken by a responsible person. A named mentor should be provided.

**13. Supporter File**

The Secretary should hold an individual supporter file which contains copies of their application form, interview papers, references and dates of DBS, plus any training and disciplinary proceedings. These will be checked as part of the NACCC accreditation/re-accreditation process.

Signed ..................................................... Position…………………………………….

Date.......................................................... Date………………………………………..

Signed........................................................ Position………………………………………