



Muswell Hill

**Child
Contact
Centre**

**at Muswell Hill
Methodist Church**

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 illustrative of our practice when recruiting new volunteers:

1. **Job Description** to include:

- Job purpose
- Organisational structure
- Scope of the job
- Knowledge and experience required
- Skills required
- Key accountabilities and performance measures. 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.

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

- Health and Safety awareness
- Standard of work and continuous improvement
- Proactive approach to work
- Team working

3. Recruitment – We have historically recruited volunteers from within Muswell Hill Methodist Church but we welcome all suitable applicants provided they respect that the Contact Centre is part of MHMC's outreach activities

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, at least five years employment history, criminal records (the organisation will require an enhanced DBS check to be carried out) and that they have permission to work in the UK. Additionally, an equal opportunities monitoring form should be included in the application pack. This ensures that discrimination is prevented and is concerned with promoting the risk of all members in society.

5. Shortlisting - The essential and desirable elements of the person specification and job description will make up the shortlisting form so that candidates can be selected for interview. In practice, we recruit on an ad hoc basis, so shortlisting is unusual.

6. Interview Letter – Letters inviting candidates to come along for an interview will be sent. If a presentation or test is to take place this must be stated in the letter to prepare candidates.

7. Interview Questions - It is important that questions are prepared before the interview and they are relevant to the job advertised and the person's competency.

Interview Panel for Coordinator- It is preferable for the interview panel to comprise three members in order to:

- Analyse the applications to ensure they match the criteria of shortlisting.
- Plan the interview, questions, roles of the group and structure
- Prepare a suitable environment
- Open the interview appropriately and establish a rapport with the candidate
- Use appropriate questioning techniques
- Control the interview
- Communicate (listening and speaking)
- Invite and deal with candidate questions
- Close the interview
- Liaise with other members of the panel
- Conduct the interview within legal requirements and make clear notes and justifications for the final decision

8. DBS Checks – Once the successful candidate has been chosen it is essential that enhanced checks are carried out prior to commencement in post.

Confidential Self Declaration

A Confidential Self-Declaration should be completed by the applicant before any criminal record check is sent off, including renewal applications. It can be completed at the same time. The purpose is to offer the applicant the opportunity to share any information before it is disclosed through the criminal record check. Many applicants with information to share have indicated that they have valued this opportunity to be honest from the outset of the process. This form has also proved extremely useful in the small minority of situations where the applicant has indicated that there is no information, and the criminal record check proves the opposite.

9. References – Two written references are required for applicants. If a verbal reference is carried out, a hard copy is also required. Once the references are returned to the service it is important that any points that may be unclear in the reference are highlighted and followed up with the referee.

10. Job Offer Letter - After the interviews have taken place and the candidate has been selected, the DBS check and appropriate references received, an offer of employment/volunteering is sent to the successful candidate. This letter outlines the following and can act as their 'contract of employment/volunteering':

- Probationary period
- Hours of work
- Location
- Starting date
- Commitment to training

11. Contract – Once all appropriate paperwork is received (references, DBS check etc.) the contract of employment/volunteering should be drawn up and the person should sign and return one copy, keeping a copy for themselves.

12. Induction Process – The induction process should be undertaken by a responsible person. A named mentor should be provided.

13. Volunteer File – The CCC Coordinator will hold an individual volunteer file which contains copies of the applicant's application form, interview papers, references and dates of DBS, or disciplinary procedures. These will be checked as part of the NACCC accreditation/re-accreditation process.

Training details will be held in a central register detailing, date / course title and attendance.

We are committed to reviewing our policy and good practice annually.

Name:
Daleep Mukarji

Signature:

Date:

This policy was last reviewed on: 5th September 2024