

Volunteer Policy

Kingston Child Contact Centre

Kingston Child Contact Centre offers a facility where children of separated families can enjoy contact in a neutral meeting place with one or both parents, and sometimes other family members, in a safe and comfortable environment. In order to offer this service, volunteers are needed to:

- co-ordinate the service;
- keep attendance records;
- serve refreshments;
- prepare and clear up the Centre on the day;
- ensure that the Centre is secure and safe;
- be on hand to assist the families using the Centre.

Recruitment

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities and Diversity Policies. The applicant will have to complete an application form, but help can be given with this if necessary. The applicant will be interviewed by the Co-ordinator and if this is successful the two references asked for will be taken up.

An enhanced level of DBS check with the Disclosure and Barring Service will be made for every volunteer working in a Child Contact Centre.

Induction and training

There will be an induction prepared and delivered by the Co-ordinator or Team leader.

This will include:

- The role of the volunteer.
- A list of all co-ordinators and volunteers (the Co-ordinators have a database).
- A list of Management Committee members (the Elders are the Trustees of Kingston United Reformed Church).
- Copies of all the Child Contact Centre policies including this Volunteer policy and those on Child Protection, Confidentiality, Health and Safety, Equal Opportunities and Diversity, Domestic Violence and Conflict Management being available at every session.
- Essential procedures i.e. timekeeping, rota etc.
- Details of ongoing training.
- Information about NACCC and its values and national standards.
- Other information as appropriate.

There will be a trial period of 3 months to give the Child Contact Centre and the volunteer time to discover if they are suited to each other. A review will be made midway through the trial period and also at the end.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. Some out-of-pocket expenses, if required, will be reimbursed, following consultation with the Co-ordinators. In order to claim expenses, an expenses form must be completed and given to the Co-ordinator.

Support

The Co-ordinators, team leaders and other volunteers will offer support to the volunteers. There will be a briefing session at the beginning and a de-briefing at the end of each Child Contact Centre

session.

The Co-ordinators will support all volunteers and will have regular meetings with the volunteers to discuss any problems or issues that may arise.

The Co-ordinators (whether paid or unpaid) will receive support and regular supervision sessions from Kingston United Reformed Church.

Insurance

The Child Contact Centre has a valid insurance policy which is available on request.

Confidentiality

The contact process requires an explicit confidentiality policy, which all co-ordinators and volunteers are obliged to observe.

Resolving problems

The relationship between the Child Contact Centre and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the Child Contact Centre is able to maintain its agreed standards of service to the children, families and referrers who use it, and it is also important that volunteers should enjoy making their contribution to this service.

If your role as a volunteer does not meet with the Child Contact Centre's standards, here is how it will be dealt with:

1. Initially with a meeting with the co-ordinator(s) who will explain the concerns.
2. If this does not resolve the concern then a meeting with the Representative of the Elders will be convened.
3. If your work still does not meet with our standards then we shall have to stop using your services.

At all times you will be able to freely state your case and can have a friend to accompany you.

If you are dissatisfied with any aspect of your work you should:

1. Initially explain your dissatisfaction with the Co-ordinator
2. If that does not resolve the concern then a meeting with the Coordinators should be convened
3. If that does not resolve the issue then a formal meeting with the Representative of Elders should follow.
4. If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it would be inappropriate for you to continue to be a volunteer.

At all times you will be able to state your case and can have a friend to accompany you.

This Volunteer policy is freely accessible to all. It will be reviewed on a yearly basis to adapt or improve it.

AUGUST 2026