



Volunteer Recruitment, Training and Support Procedure

Potential Volunteers

- When an initial enquiry is made by a potential volunteer the Family Support Coordinator should complete an initial volunteer enquiry form.
- The Family Support Coordinator will then contact the potential volunteer to make a home visit appointment. Family Support Coordinators should carry out a risk assessment on whether to visit the potential volunteer alone. Identified members of the Management Committee or an existing volunteer are available for these visits if required.
- At the home visit information regarding ECFSA, volunteering and training will be given and the potential volunteer's relevant experience and motivation for volunteering discussed.
- A volunteer registration form and leaflet will be left with the volunteer to complete and return and the CRB/reference procedure explained.

Volunteer Training and Support

- It is a requirement of the organisation that all potential volunteers complete our initial training courses.
- Potential volunteers attend the Level 1 training programme enabling them to be matched with a family with less complex needs.
- When satisfactory CRB and references are completed the FSC will have an induction meeting with the volunteer – see induction list.
- Volunteers are then matched with a family – see matching visit procedure.

- Volunteers provide written reports after each visit and are offered individual and group support by their Family Support Coordinator.
- The support provided and received by the volunteer is reviewed periodically
- If they wish volunteers may also help with group support and Eden Child Contact Centre.
- There is an expectation that volunteers will undertake Level 2 training before being matched with a family with more complex issues.