

Staffing - sample policy

This sample policy statement is provided as a guideline for wording and layout. We recommend that the specific wording be carefully considered to properly reflect the particular circumstances and procedures in your OSCAR service. The Out of School Care Network accepts no liability for any events arising from the implementation of procedures outlined in this document.

All processes for staffing at XYZ OSCAR programme will comply with relevant legislation including the Vulnerable Children Act 2014, Health and Safety At Work Act 2015, Privacy Act 1993, Human Rights Act 1993, Employment Relations Act 2000, Holidays Act 2003 and other applicable employment laws.

The programme aims, through careful selection, on-job learning and coaching, to have appropriate and suitably skilled & competent staff.

To ensure quality care and a safe environment at XYZ OSCAR programme, staffing procedures include:

- a consistent and transparent recruitment process, with clear documentation
- safety checking and risk assessment for all staff appointments, consistent with provisions in the Vulnerable Children Act
- clear messages at all stages of the recruitment process about the programme's commitment to child protection.
- a comprehensive induction for new staff, including safety requirements and emergency procedures
- supervision, feedback and support for staff, appropriate to their level of competence and experience

Staff recruitment – application / interviewing

- Appropriate channels for advertising will be used at the discretion of programme management and may include advertisements; local and professional networks as well as word of mouth contacts.
- All applicants will be advised of the programme commitment to protecting all children from abuse and mistreatment.
- All applicants will be required to complete a written application form.
- All applicants short listed for the positions will be interviewed.
- Interviews will be carried out by and will consist of a predetermined set of questions, as well as enquiry and follow up on matters raised during the interview.
- Interview questions will be fair and non-discriminatory, in respect of human rights and privacy laws.
- Employment history will be confirmed and discussed as required during the interview, with appropriate follow up after the interview, to establish clearly the previous five year history of each applicant.
- Notes will be kept on each interview, including any areas for follow up and comments from the interviewing group.

Staffing - sample policy (cont.)

Staff safety & background checking and appointment

For the purposes of screening and safety checking, “staff” in this policy, includes paid and unpaid staff, both in casual and permanent roles, as well as other people in the organisation that could have access to children in the programme, including people in both management and governance roles.

All staff working in the XYZ OSCAR programme are considered a “Core Children’s Worker” for the purposes of screening and vetting under the Vulnerable Children Act

- All applicants will be required to provide the names of at least two referees. A member of the interviewing group will contact the referees for verification of the applicant’s work history and suitability to work with children.
- Before appointment, all staff must agree to being vetted with the New Zealand Police. All staff vetting is conducted in accordance with the provisions of the Criminal Records (Clean Slate) Act 2004 and Vulnerable Children Act 2014.
- The programme will confirm identity of any applicant prior to vetting, in accordance with Police Vetting requirements, specified on the vetting consent form.
- All information and checks on applicants will be recorded in a written risk assessment and presented to (programme management) for approval. This will include careful consideration of any convictions disclosed, gaps in employment history and verification of any qualifications presented.
- Applicants will be informed of the appointment decision in writing / email.
- All staff will sign a declaration that they have no impending charges and agree to notify the programme if this changes.
- All new appointments will additionally be subject to a trial period, as permitted under current law.
- Any person with an offence specified in the “workforce restriction” in the Vulnerable Children Act 2014 will not be allowed to work in the programme, nor serve in a management or governance role.
- The police vetting result will be retained in staff files and may be viewed by MSD Approvals staff.

All employees will sign a written employment agreement clearly setting out wages and conditions of work. The employee will also be given all information to meet the requirements of the Employment Relations Act 2000 and other current employment law. Sign off on the Staff Code of Conduct and the job description will be part of this agreement.

All volunteers will sign a service agreement, including any conditions regarding reimbursement of expenses.

Copies of CV’s and interview records will be kept for all successful candidates. In storing personal information the programme will comply with The Privacy Act 1993.

Police vetting will be repeated for all staff, every three years.

Staff are expected to notify the programme manager if they have impending criminal charges or are convicted of a crime. The programme manager will discuss the matter with the staff member and undertake a risk assessment, which will include consulting the current workforce restriction under the Vulnerable Children Act. *(Specify anyone else who will be involved with decision-making.)*

Staffing - sample policy (cont.)

Staff induction and support

Prior to appointment, staff will be provided with a job description that states tasks, responsibilities and who they are accountable to.

Staff induction will be carried out programme supervisor, using the induction checklist, over an appropriate time period and in a manner best suited to the individual staff member. Other staff members may assist in this process and the induction checklist updated at all stages.

Staff are required to sign off on key stages in the induction: health & safety, child protection (including “section 15”), paramountcy principle, behaviour guidance, duty of care, staff code of conduct (refer to staff induction checklist)

New staff will have the opportunity for regular feedback and coaching from senior staff

Volunteer staff will always work alongside paid staff and be under their supervision.

For volunteer staff members, induction will include a brief orientation to their role including key health and safety requirements. Volunteers will have a lesser degree level of responsibility than paid staff. They will be included in staff meetings and training opportunities, as appropriate and feasible.

Staff training

The programme manager is responsible for ensuring that all staff are sufficiently trained in first aid, emergency procedures, safe practices and other programme procedures, to ensure the safety of the children at all times.

Where relevant and feasible, staff members will be offered external training opportunities in behaviour guidance, child protection and other topics. Staff will train internally together as a team, on topics prioritised by the manager, a minimum of (..... frequency). Prior to each holiday programme, staff will meet for planning purposes. This meeting will also have a training component. Notes will be kept of who was present and outcomes.

Staff will have regular opportunities to up skill and train on-the-job, with coaching and support from other experienced staff.

Staff training needs will be reviewed during staff appraisals or as required and opportunities provided for further training as needed.

The co-ordinator will outline staff training in an annual training plan. All training undertaken will be logged and copies of training certificates will be kept in staff files.

Performance appraisal

Appraisal of the staff is the responsibility of the programme manager. Performance appraisals will be carried out for each staff member after one year of service.

The appraisal will be based on the staff member’s job description. It aims to recognise strengths and identify areas for personal and/or professional development. It will consist of a self-appraisal and an interview with the manager. Professional development goals will be set for each staff member for the following year.

A record will be kept of the outcome and all appraisals will be confidential.

Staffing - sample policy (cont.)

Resolving problems and complaints

The programme manager is responsible for investigating/resolving problems and complaints, and ensuring that these processes are conducted fairly, in accordance with relevant legislation.

If a staff member is not performing adequately the manager will initially meet with the person to clarify the problem and steps to resolve it. The staff member will be offered training/coaching to improve performance.

If the problem persists the staff member will be given a written warning clearly stating the problem, improvement needed and a time frame for this to occur. At any meetings, the staff member is entitled to have a support person present.

If there is not sufficient improvement the staff member will receive a second written warning. If the problem continues the staff member may be dismissed. A staff member may only be dismissed with the agreement of the (owner, management, governance team etc.)

Staff may be suspended on full pay pending further investigation if there is an allegation of

- any form of abusive behaviour
- failing to observe programme rules so that a child is injured or placed in serious danger
- other serious misconduct as outlined in the staff code of conduct

Where an incident of serious misconduct is witnessed, the staff member may have their employment agreement terminated immediately.

Following any instance of serious misconduct, the manager will review the circumstances and note any changes that may prevent the situation occurring again.

Staff complaints/concerns should usually be first raised with the person/s concerned or programme supervisor. If there is not a satisfactory resolution, the programme manager will investigate further. All parties to the complaint will have the opportunity to speak on the matter and have support people present at any meeting.

If no resolution can be reached, or the complaint concerns the manager, the complaint may be referred to (..... owner, governance body etc.)

Employment documents/forms

- Application form
- Job description - manager/ supervisor/ assistant
- Staff code of conduct
- Interview questions
- Interview notes
- Referee checks*
- Police vetting result*
- Risk assessment (prior to appointment)
- Employment offer letter*
- Employment agreement*
- Volunteer service agreement*
- Staff personal information/declaration (re-convictions)*
- Induction checklist*
- Performance appraisals*

(* filed in individual staff files of employees)

Staff files to also include:

- CV
- qualifications (where relevant)
- Identity documents
- Drivers licence (where relevant)
- Staff complaints / disciplinary action
- Tax code / pay rate / holidays / leave owing etc.