



## APPENDIX 12.1

### 1. RECRUITMENT AND SELECTION OF VOLUNTEERS PROCEDURE

The Toowoomba Hockey Association Inc. (THA) recognises that risk management for child protection begins with the recruiting, screening and selection of the right people to work with players, and continues by having consistent procedures in place for all volunteers (including paid employees) to follow, with adequate management and supervision to ensure they comply with these procedures.

The THA therefore has a written policy on the selection, supervision and management of volunteers and employees.

#### 1.1 Planning

##### 1.1.1 Job Analysis

All positions at THA are subject to a job analysis before they are advertised. This analysis includes and will be conducted on an annual basis:

- a) Summarising the duties to be performed in the job;
- b) Deciding how much supervision it involves;
- c) Deciding who the supervisor will be;
- d) The equipment/work aids used to perform the duties of the job;
- e) Outlining the physical environment of the work;
- f) Listing the skills or abilities needed to perform the work;
- g) Determining the THA's requirements in relation to the job, e.g. blue card application requirements, accreditation level, first aid qualifications, bus or car licence;
- h) Listing special skills or qualifications required for the job;
- i) Indicating any special training that may be necessary after the volunteer enters the job.

##### 1.1.2 Duty Statement

The job analysis is used by the THA as the basis for developing a job description/duty statement which targets the skills and experience necessary for working with children and young people. Duty statements are developed for all positions in the THA.

The duty statement makes explicit the mandatory conditions, including the code of conduct under which volunteers and employees are expected to work, and is the basis for the selection criteria for the position. Questions at interview will be based on the criteria developed from the duty statement.

##### 1.1.3 Advertising

Any positions vacant advertising should include, but not be limited to, the following:

- a) Highlight key responsibilities of the role;
- b) Identify the aims of the THA;
- c) Reflect the THA's positive stance on child protection and equal opportunities;
- d) Advise how further information can be obtained.

##### 1.1.4 Selection Process

On receipt of applications:

- a) Use application forms to collect information on each applicant;
- b) Ensure that more than one THA official reviews the application form;
- c) The job description/duty statement for a position will assist in identifying whether people applying have the particular skills, knowledge, abilities and, where relevant, qualifications required to do the job, as well as the personal qualities the THA is looking for;
- d) Once an application has been submitted an email of acknowledgment to be returned informing the applicant their application has been received and they will be notified in due course of the outcome.

##### 1.1.5 Short-listing



- a) The interview panel should be identified and availability confirmed (preferably at least two);
- b) The number of candidates to be interviewed agreed to;
- c) Interview schedule to be organised with potential candidates;
- d) Ask for identification documents to confirm the identity of the applicant, (e.g. passport or driving licence);
- e) Before the selection interview, the interview panel develops reasonable but probing questions that relate to:
  - An applicant's history, background and attitudes; and the selection criteria.
  - Should provide the applicant with the opportunity to recount previous experiences and give examples of how they have or would handle situations.

### 1.1.6 Interviewing

The interview will enable the THA to explore further the information provided in the application form.

It's important to elicit information regarding an applicant's technical capabilities and is also necessary to explore their attitudes and commitment to child welfare. Listed below are examples of questions that could be used to discover this information:

- Tell us about any previous experience you have working with children or young people;
- Give a child related scenario and ask the applicant what they would do e.g. 'it's a winter evening and the training sessions finished. A parent has not arrived to pick up their child – what would you do?' The applicant would be expected to say they would stay with the child and contact the parents to find out where they were;
- Is there anything we should know that could affect your suitability to work with children or young people?

### 1.1.7 References

Request at least two references from individuals who are not related to the applicant.

One reference should be associated with the applicant's place of work and, if possible, one that demonstrates the individual has been involved in sport, particularly children's hockey, previously.

References should be followed up prior to any offer of appointment being made. If the references raise any concerns, these need to be investigated further.

Check that the applicant has a blue card.

### 1.1.8 Screening

It is the policy of the THA that all volunteers and employees are cleared to work with children where applicable (e.g. Not exempt due to limited contract).

- a) Hold a valid blue card. In some cases, deemed appropriate by the THA, volunteers or employees who work with children but are not required to hold a blue card (e.g. a parent volunteer);
- b) May be asked to consent to a criminal history check through the Queensland Police Service;
- c) Where volunteer parents are working with children, it will always be in the presence of who are cleared to work with children.

### 1.1.9 Appointing Volunteers and Employees

The THA must consider all the information it receives via the application form, confirmation of identity, results of the follow up of references and blue card application. This information should then be considered alongside the outcome of the meeting/interview to make an informed decision as to whether or not to accept the applicant into their employment.

## 1.2 Induction

1.2.1 The THA has a written induction process which applies to all volunteers and employees and includes procedures for making employees aware of the legislation on child protection, and the code of behaviour expected of volunteers and employees.

1.2.2 The Induction process includes, but is not limited to:



- a) Professional development about identifying and reporting harm or suspected harm;
- b) Making employees aware of the protocols for the protection of children (see below) – having them sign up to the THA's child protection policy and procedures, guidelines and codes of conduct;

1.2.3 It should be noted that it is a policy of the THA that:

- a) Employees are not alone with individual children in areas where they cannot be seen by other volunteers or employees or children;
- b) All interviews with a child in relation to behaviour management issues are carried out in the presence of at least two volunteers or employees;
- c) Volunteers or employees do not use their private vehicles to transport children without the permission of the President, Board of Directors and parents of the child;
- d) Volunteers and employees do not invite children to their homes without the permission of the President, Board of Directors and parents of the child.