

Dear Applicant,

Thank you for the interest you have shown in joining PACSO in the role of **Volunteer Playworker**.

PACSO is a charity providing play and social opportunities for children and young people with additional needs/ disabilities. We run a variety of respite activities including:

- Saturday Clubs
- Play Days at Easter and Christmas
- Our Summer Playscheme – the biggest event of the PACSO year!
- Trips out and about in the community
- After School Clubs in term time

We run from locations including Fordwater School, Chichester Children & Family Centre and Lavant House.

In this pack please find the **Job Description**, **DBS Instructions**, **Volunteer Requirements**, our **Staff & Volunteer Guidelines & Welcome Pack**, and our **Code of Conduct**.

Please read through everything before completing the **Application Form** (link in email or [HERE](#)). You will also need to complete a **Medical Emergency Form** (link in email or [HERE](#))

All staff & volunteers need to have a **DBS check completed** (if you are over 16) before you can attend any PACSO sessions. Details of how to start this process are included in this pack.

We text volunteers about forthcoming sessions; we ask that you respond as soon as you can, so we know if you are available to help or not. When you come for the first time, someone will be there to 'buddy' you and teach you the ropes! We rely on staff & volunteers to support the children booked on, so if you say you can attend, please honour this commitment. If your availability changes, please let us know ASAP.

Please don't hesitate to contact us if you'd like more information. We hope you will consider volunteering for PACSO; it is a great team!

Yours sincerely,

Emma Kennedy
PACSO CEO with Play Lead
07875601157

Volunteer Playworker Job Description

Job Title	Volunteer Playworker
Reporting to	PACSO Play Lead
Responsible for	N/A
Hours of work	Casual Hours (e.g. Saturday Clubs, Play Days and Playschemes, After School Clubs)
Hourly Rate	Voluntary Position
Location of work	Fordwater School, Lavant House and out in the community (Chichester and Arun)
Main purpose and scope of the job	To support children and young people with additional needs to take part in play and leisure activities. To meet the needs of PACSO children and families.
Duties and key responsibilities	<p><u>Main Responsibilities</u></p> <ul style="list-style-type: none"> • To be part of our team of Playworkers at all our regular clubs for children and young people aged 5 – 25 years. • To adhere to and implement safer working practice in compliance with PACSO's Safeguarding and Child Protection policies. • To build positive and appropriate relationships with the PACSO children and young people. • To play with and encourage the children at PACSO. • Attend to individual children's personal care needs. • Provide 1:1 support for individual children with more challenging needs. • Be a positive role model for the children at PACSO. • Be accountable to the PACSO Play Lead and Team Leaders.

	<ul style="list-style-type: none"> • To attend regular staff training, supervision and meetings to maintain ongoing communication and to help shape PACSO into the future. • To contribute to and have an understanding of the young person's care plan and to implement changes where appropriate in consultation with the parent/carer, the young person and the PACSO Play Lead. • Any other reasonable duties required by your team leader or the PACSO Play Lead. <p><u>Governance</u></p> <ul style="list-style-type: none"> • To understand and adhere to all PACSO policies and procedures. • To complete all necessary records to a high standard e.g. Health and Safety record sheets etc. <p><u>Ambassadorial Role</u></p> <ul style="list-style-type: none"> • Ensure that PACSO is always well presented in our local community. <p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> • Exhibit strong inter-personal skills. • Exhibit and promote professional behaviour and standards at all times. • Demonstrate resilience and strength of character. • Foster and promote a collaborative team environment. • Ability to be welcoming and approachable to children, young people, parents, staff, and visitors.
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DBS (Disclosure Barring Service) Check

Before you can start volunteering at PACSO, you will need to have done an **Enhanced DBS** (if you are over 16). These must be renewed every 3 years.

If you are registered for the **DBS Update Service**, we can check these details and a new DBS check is not necessary. Please let us know your DBS certificate number and confirm the surname and date of birth on the certificate. Otherwise, please follow the instructions below to start a new check.

Obtaining a new DBS Check

Please complete the first part online. To login to the system go to:

<https://www.matrixscreening.com/cheqs>

Make sure you choose **Standard/Enhanced DBS** (not Basic).

Organisation Reference: **PACSO**

Organisation Code: **Parents10** (no gaps and a capital P!)

Position applied for is either **Volunteer Playworker**.

If you have any problems completing it, please contact CRVS on 0870 850 2516.

Once you have completed the online form, the Play Lead will need to verify the check with **three forms of ID**.

Bank/Building Society Statement must be dated within three months, and ID documents must be current and valid. Two of the documents must confirm the same address.

The Standard and Enhanced disclosure ID criteria is as follows:

- One document from Group 1 (see below).
- Two other documents from either of the lists below, one of which must contain a proof of address for the applicant.

If the applicant cannot produce a document from Group 1, they must provide the following:

- One document from Group 2a at a minimum.
- Two other documents from Group 2a or 2b.

Group 1 – Primary Identity Documents	Group 2a – Trusted Identity Documents
Passport	Driving Licence (full or provisional)
Driving Licence (full or provisional)	Birth Certificate
Birth or Adoption Certificate	Marriage or Civil Partnership Certificate
Biometric Residence Permit	HM Forces ID Card
	Firearms Licence
Group 2b – Financial and Social History Documents	
Bank/Building Society Statement	P45/P60
Mortgage Statement	Council Tax Statement
Credit Card Statement	EU National ID Card
Work Permit or Visa	Pension, endowment or benefit statement
Letter of sponsorship from a future employer	Letter from your headteacher or school principal

More details of the relevant documents can be found here: [HERE](#)

Any problems, please contact the Play Lead on 07875601157.

PACSO Volunteer Checklist

Set out below is a list of expectations, outlining the minimum requirement of knowledge, understanding and personal conduct for PACSO volunteers. Before attending any PACSO session in a volunteer capacity, a member of the leadership team must be satisfied that the volunteer understands the requirements set out below.

Requirements		Covered?
1	Has attained 15 years of age	
2	Has a clear DBS check (Enhanced) if 16 years or above	
3	Can demonstrate an understanding of the PACSO safeguarding procedures	
4	Understands the need for confidentiality	
5	Supports and respects their Team Leader/Manager	
6	Can work as part of a team	
7	Can follow instruction	
8	Can work on own initiative and be proactive	
9	Is well presented and smart in PACSO uniform	
10	Has excellent time keeping and is reliable	
11	Has completed a Declaration of Staff Disqualification	
12	Is a good role model to children and young people	
13	Has a great, positive attitude	
14	Has a child-centred focus	
15	Represents PACSO well and wears our logo responsibly	
16	Understands the importance of annual Playworker Training	
17	Has provided details of 2 referees (and references have been received)	
18	Can play appropriately with the children and young people	
19	Builds positive and appropriate relationships with children and young people	
20	Will take reasonable precautions to keep the children and themselves safe	

For office use			
Manager		Applicant	
I have explained the expectations set out above and am satisfied that the volunteer understands what is expected of them.		My manager has explained the expectations set out above and I understand what is expected of me.	
Name:		Name:	
Signed:		Signed:	
Date:		Date:	



Registered Charity Number: 1148138

PLAYWORKER & VOLUNTEER Welcome Pack & Guidelines



Welcome to PACSO!

PACSO is a unique local Charity, serving the Chichester and Arun Districts of West Sussex. We offer fun, play opportunities for children with disabilities and their siblings, to provide much needed short term break provision to them and their families.

PACSO was set up in January 1999 to support parents and carers of children and young people with additional needs. Our respite events aim to work inclusively with children and young people aged between 5 and 25 years and their siblings.

We are really thrilled that you would like to work with us at our clubs. In this booklet we have a few guidelines to help explain what we expect of our Playworkers and Volunteers, and information so you know what to expect of us! We will go over this information in more depth at our Team Meetings. If there is something you do not understand, please ask.

PACSO Clubs

Saturday Clubs are once a month on a Saturday and offer fun and play for children in Year 1 – age 19. Children can choose from a morning or afternoon session.

After School Clubs run weekly during term time offering a wide range of activities!

Easter & Christmas Play Days are 3 days in each of the Easter & Christmas holidays offering fun and mayhem, with lots of time for sports, creativity, and our ever popular workshops!

Trips Out & About during school holidays give children and young people the chance to visit local attractions and enjoy days out with their PACSO friends.

Summer Playscheme is our biggest and most popular event of the year. 3 whole weeks of entertainment, including sports, drama, art, music, and our end of week SHOW!

Summer Youthscheme is a summer youth group for our 16-25 year olds. We go out and about in the community each morning and then return to base for an afternoon of card games, table football and other youth activities.

Your role at PACSO

Our aim is to help children and young people grow in self-confidence and self-reliance, within our safe and secure child centred environment. It is important not to direct a child's play, but follow their lead and imagination.

As a playworker/ volunteer playworker, you are at PACSO to enable children to play. The children at PACSO have a variety of additional needs and require different levels of support. Some children need help physically to join in, encouragement to participate or constant supervision to stay safe. You may be required to work on a one-to-one basis with some children. If you have any questions about their needs, please just ask us! Most importantly we want you to enjoy yourself! The children will love having your company and the opportunity to play with you!

You will also be expected to help set up and pack away our activities and take part in team time. At team time at the beginning of a session we will inform you of any particular details for that session, and at the end of the session we will have our 'highs and lows'. This is an opportunity to share with other members of the team your 'lows': the things that did not go so well, or that a child struggled with and your 'highs': the things that really worked with a child, or some encouraging thoughts. This is a great chance to get things off your chest therefore respecting the need for confidentiality outside of PACSO.

Communication

We will text before a club to ask if you can work. Please text back to confirm your availability and ensure that you write the dates and times into your diary immediately.

If you cannot make the session for any reason, please let us know as soon as possible by phoning or texting Play Lead Emma Kennedy on 07875601157.

Guidelines for attending PACSO sessions

- Arrive on time ready for set up or team meeting.
- Sign in on the Staff and Volunteers register.
- Don't wear dangly earrings and tie your hair back.
- It is your responsibility to ensure that you are wearing the correct PACSO shirt, and are wearing your PACSO badge that has been authorised by a Manager.
- Leave all your possessions in the staff room, including your mobile phone!
- Ensure that any medication is locked away and that you remember to collect it at the end of the day.
- If you need to have a quick break during one of our day sessions, ask your Team Leader. Only one person from a team can go at a time.
- At full day events you will not have a separate lunchbreak so please eat your lunch with the children. If they see you eating they are more likely to eat theirs too!
- Make sure the children are eating from the correct lunch box and only what they came with.
- We have a strict no nuts policy due to severe allergies.
- Remember you are here for PACSO, not to meet up with your friends! Please save your conversations for the end of the session!

Child Protection, Policies & Procedures

A full copy of PACSO's Policies and Procedures is available from the Play Lead or on our website: [Safeguarding Policy Parents and Carers Support Organisation \(pacso.org.uk\)](https://www.pacso.org.uk) but below is an overview:

Safeguarding and Child Protection Policy

Child protection and safeguarding is everyone's responsibility. If you suspect that any child or young person is at risk, you must tell the Play Lead immediately. Do not go anywhere alone and out of view with a child.

If a child confides in you that they are being abused, you must **not** promise to keep it a secret. You should reassure them by telling them that they have done the right thing by confiding in you. As soon as possible, you should then tell the Play Lead AND go somewhere quiet and write down exactly what the child told you.

Data Protection Policy

- Do not disclose any personal information about a child or a family to anyone other than on a 'need to know' basis.
- Confidential information relating to every child is contained on the Child Profiles which are kept locked away in the Child Profile box. DO NOT leave Child Profiles out – always put them away after use and make sure the box is locked and left in a secure place.

Confidentiality Policy

- If you see or hear anything in the Playroom or during staff meetings, that is where it stays!

Risk Assessment Policy

- If you notice anything you are unsure about, tell the Play Lead.
- Everyone plays a part in maintaining safety.

Equality and Diversity

- The PACSO ethos is one of inclusion. Everyone is to be included, regardless of their race, gender, sexual orientation etc.
- Bullying is NOT tolerated at PACSO.

- Do not develop favourite children.
- Be respectful, not judgemental of parents.

Medication

- All children's medication must be given to Care Lead or Play Lead to be locked away.
- Only the Care Lead or the trained, Permanent Play Team should administer medication.
- All staff medication e.g. paracetamol, ibuprofen etc must be locked away at the start of each session.

Lifting and Handling

- Because many of the children need to be touched to help them participate, communicate and to be cared for, please be aware that you are touching them and do so with respect and appropriateness.
- Do not lift children if you are unsure how to do it correctly or if you have any injury or condition that prevents you.
- Only use the hoist if you have been trained to use them.
- Do it with someone if you want to learn.
- Ask for help.
- Think ahead.
- Remove hazards.
- Reduce size of loads.
- Mechanise where possible.
- If that's not possible, carry out a manual handling assessment: task/individual/load/environment

Toileting Policy

- Toileting should always be carried out in pairs and 1 person must be a member of staff.
- Volunteers must be at least 16 years of age to assist with toileting.
- If you are not confident, be the 2nd person.
- Always ensure that the time and staff/volunteer initials are marked on the toileting sheet.
- Use the Care or Play Lead if your team is really hectic!
- Try not to use 2 people from the same team.
- Don't be scared!
- Playworkers & volunteers should use staff toilets – ensure you go there on your own!

Complaints Procedure

- If you are unhappy about something talk to Emma Kennedy (Play Lead)
- If you are unhappy with Emma, talk to Clare Elkington (Chair of Trustees)
- If a parent is unhappy with something, direct them to Emma

Visitors Policy

This includes parents, press, etc.

- Be polite at all times
- Ask visitors to sign in and give them a visitor's badge.
- Direct any visitors or parents to the Play Lead.
- If you see someone you don't know, ask them who they are and why they are there.

Children's Possessions and Valuables Policy

- Children should not bring personal possessions/valuables into PACSO.
- If they do, those possessions should be passed to the Play Lead for safekeeping.
- They should **not** be given to a Playworker or Volunteer – that is not your job!

Relationships Policy

- Children are not encouraged to have boyfriend/girlfriend relationships with each other.
- No kissing/cuddling etc at PACSO.
- Get them to join in with everyone and not to go skulking off together!

Health and Safety – Emergency Procedures

What to do in the event of a fire:

- If you see or smell smoke or see fire press the fire alarm to alert all in the building.
- Only tackle a fire if it is safe to do so. Do NOT hesitate to call the Fire Brigade. Dial 999.
- At the call of FIRE! You should calmly gather the children in your team.
- Help any children into their wheelchairs and ask able children to push them if necessary.
- Allocated staff will check that all individual rooms and any other areas that children could hide are vacated.
- Staff to evacuate children quickly to point of safety.
- Help all the children to the assembly point.
- The Play Lead will carry out a register.
- Do not re-enter the building until you are told that it is safe to do so.
- Parents are contacted should the children need to be collected.

What to do in the event of an accident or emergency:

- If you witness an accident shout HELP!
- Call the First Aiders and the Play Lead.
- Let the Team Leader, First Aiders and Play Lead deal with the emergency.
- Respond to their requests if you are asked.
- Dial 999 if you need to call Ambulance, Police or Fire Brigade.
- In the event of a child needing to go to hospital the Play Lead will notify the child's parents or guardians using the information given on the Child Profile form.
- The Play Lead will decide who will accompany the child to hospital. The Care Lead will give this staff member the child's Profile Form and any medical information.

Children not involved in incident/ accident/ emergency:

- Remove all children not involved in the accident or emergency from the room.
- Reassure these children and find something for them to do.
- Send one member of staff to the site of the emergency after 5 minutes to liaise with the Play Lead.
- If the children have witnessed an accident or emergency notify their parents when they are collected.

Supporting/Supervising Workers

- If you see another worker acting in a way that could be misinterpreted, speak to the individual and/or the Play Lead.
- Team Meetings – use them to share concerns and identify areas for guidance.
- Support each other on the team
- Have fun – it will encourage the children to have fun too!

If you have any questions about these Policies & Procedures, please speak to the Play Lead.

We hope you will enjoy being part of the PACSO Team!

PACSO Code of Conduct

The Code of Conduct is to provide clear guidance on our expectations of Staff and Volunteers, as well as providing examples of behaviour deemed as unacceptable.

We expect all employees and volunteers who take part in our services to **display appropriate behaviour** and promote PACSO's values and principles. This includes behaviour that takes place outside our organisation and behaviour that takes place online.

You are responsible for:

- prioritising the welfare of children and young people
- following our principles, policies and procedures:
 - including our policies and procedures for safeguarding and child protection, whistleblowing and online safety
- staying within the law at all times
- modelling good behaviour for all staff, volunteers, children and young people to follow
- speaking to all staff, volunteers, children and young people respectfully and in an appropriate manner, avoiding any bad language
- maintaining high standards of personal and professional conduct at all times
- dressing suitably and appropriately and ensuring that the length of skirts or shorts is of appropriate nature and length, for example no athletic shorts, hot pants, extremely short skirts/shorts or crop tops.
- being friends with PACSO parents at your own discretion. However, you must ensure that it does not impinge on your professional duties, for example raising and reporting concerns should they arise
- being respectful of age, gender, sexual orientation, culture, race, ethnicity, disability and religious beliefs
- challenging all inappropriate behaviour and reporting any breaches of the behaviour code to **Emma Kennedy**

You must not:

- allow concerns or allegations to go unreported
- take unnecessary risks or behave in a way that may threaten the security of yourself or others
- smoke, consume alcohol or use illegal substances in a way that adversely affects your ability to do your job or affects the reputation of PACSO
- develop inappropriate relationships with children and young people
- use social media e.g. Facebook/Twitter/Instagram/Snapchat to be friends with children and young people (including volunteers under the age of 18 and/or work experience candidates)
- engage in behaviour that is in any way abusive including bullying and harassment
- make unnecessary contact with PACSO staff or volunteers out of working hours unless entirely necessary, or of mutual consent, and ensuring that you recognise the appropriateness of the contact
- act in a way that can be perceived as threatening or intrusive

- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to any staff, volunteers, children or young people
- use PACSO's computer, mobile phone or any other equipment to view, download, create or distribute any inappropriate material

If you have behaved inappropriately, you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you might be asked to leave PACSO. We might also make a report to statutory agencies such as the police and/or the local authority child protection services. If you become aware of any breaches of this code, you must report them to **Emma Kennedy**, as soon as possible. For any safeguarding issues, please follow our safeguarding and child protection procedures. Alternatively, for all other issues please follow the grievance procedure as per the Staff Handbook

Name:.....

Signature:.....

Date: