

CLEARING HOUSE

Referral Coaching Procedure



Monitoring

This document is reviewed every two years or in line with service changes, whichever comes first.

1. Purpose

This document is a guide for volunteer Referral Coaches on how to prepare for coaching sessions and keep yourself safe. The policy relies on your good judgement and is not exhaustive of all the situations that you could face.

Please read carefully and sign at the bottom to show that you have understood and are happy to follow the procedures in place.

2. Statement

The purpose of Referral Coaching in a short couple of sentences.

3. Preparation

3.1 When your Volunteer Supervisor has booked a referral coaching session you will receive an email alert detailing the date, time and location of the coaching session and providing a link to the relevant referral (as long as a referral has already been submitted). You will also be given the name and contact details of the member of staff that you will be supporting. Your Volunteer Supervisor will ensure this is sent to you at least 3 working days before the coaching session takes place.

3.2 If a referral has already been started online: On receipt of the notification email you will have access to the system for 24 hours, you will need to find time in this period to fully read over the referral and contact your Volunteer Supervisor if you have any questions. If you need this time period extended for any reason please contact your Volunteer Supervisor. 3.3 If for any reason you are unable to attend the session please notify your Volunteer Supervisor as soon as possible as the session will have to be rearranged. If you are running late please notify your Volunteer Supervisor alongside the service you are coaching.

4. Arrival

When you arrive at the project and once are with the member of staff you are booked to be working with you must contact your Volunteer Supervisor by text confirming your name, the time you have arrived, your location, the name of the member of staff you are with and what time you expect to finish.

If your Volunteer Supervisor does not receive a text within 15 minutes of your agreed arrival time they will phone you. If there is no response the project will be phoned directly to ensure you have arrived safely. If after 30 minutes of attempts to make contact there is still no response/it is reported that you have not arrived your Volunteer Supervisor will contact your emergency contact. Ultimately, if the Clearing House cannot establish your whereabouts and there are concerns for your safety the police will be contacted.

Clearing House Referral Coaching Policy and Procedure

If you arrive at the project and your phone has no signal please ask a member of staff if you can use a phone. Phone your Volunteer Supervisor from this phone. The project will be made aware that you may have to ask to use their phone if you have no signal.

5. During the session

Can we include here a section about the role (i.e. not assessing, but info gathering, etc.?)

As a Referral Coach, your responsibility is to gather enough information for the Clearing House officers to make a full assessment of the relevant referral. Referral Workers may ask you whether you believe a client will be accepted onto the waiting list. In this scenario, to manage expectations you should remind workers that you are not in a position to make that assessment.

6. Post session

If by the expected end time the session has not finished, text or call your Volunteer Supervisor to extend the expected end time.

When you have finished your coaching session text your Volunteer Supervisor again including the time you left the premises. If this is your last visit of the day ensure you phone your Volunteer Supervisor to debrief.

If you have any concerns on departure, no matter how small you believe they are, please notify your Volunteer Supervisor of them. Alternatively you can contact the Clearing House Team Leader. You may be asked to provide factual details of events in writing.

Keeping yourself safe

- Only do pre-booked coaching sessions sent to you in advance by your Volunteer Supervisor.
- If you are lost or unable to find the project, call the project in the first instance to ask for directions. If you are still unsure call the Clearing House Helpdesk or your Volunteer Supervisor. Do not enter a building if you are not sure that it is the correct place.
- We want our clients to be involved in the referral process, and so clients may be present with their support workers during the session. However you should not be left alone in a role of responsibility or in an assessment-type situation with clients whilst on-site. Remember that you are a visitor to the project and should be accompanied by a member of staff at all times.
- If you feel uncomfortable or in danger at any point of the project visit prioritise your own safety first. If necessary end the session early and/or leave immediately, then call your Volunteer Supervisor.
- If you feel you are in danger and are unable to leave or reach a place of safety dial 999.
- If following a session you have any concerns phone your Volunteer Supervisor immediately.