

## FAQs for Team Leaders

- Q:** What is the recruitment process?  
**A:** You will need to fill in an application form and return it to us at UFA. We will then call potential Team Leaders to interview and then if you are successful we will issue you with a contract and send you dates for training.
- Q:** Do I need a CRB check?  
**A:** Yes. We will undertake an enhanced check and we will ask you to bring the relevant documents (photo ID, doc showing name, DOB and current address, these must be originals) to your interview and also fill in the CRB form at that time.
- Q:** Who do I go to if I have a problem?  
**A:** The local coordinator is responsible for all the Team Leaders in their area.
- Q:** Where are the residential?  
**A:** The first residential (Feel the Fear) will be at Dearne Valley Centre in South Yorkshire  
 The second residential will be at XXXXXXXXXXXX
- Q:** How will I get to the residential?  
**A:** You will travel to the first residential by coach, escorting the young people. We will expect you to provide your own transport to the local residential. However, you may be able to team up with other Team Leaders and volunteers to share travel costs.
- Q:** When are the residential?  
**A:** The first residential runs from either 9<sup>th</sup>-13<sup>th</sup> July or 16<sup>th</sup>-20<sup>th</sup> July. The second one runs the following week. You will be allocated your weeks dependent on your availability.

OPTION 1	
WHAT	WHEN
2 day Training	Weekend in May
Meet the Team Day	Saturday in mid June
Week 1: Feel the Fear Kingswood residential	9 <sup>th</sup> – 13 <sup>th</sup> July 2012
Week 2: Heroes from Home Local residential	16 <sup>th</sup> – 20 <sup>th</sup> July 2012
Week 3: Big Plans Local daytime delivery	23 <sup>rd</sup> – 27 <sup>th</sup> July 2012
Supporting & Managing Social Action Projects	As needed. Completed by mid sept 2012
Celebration event	September 2012

OPTION 2	
WHAT	WHEN
2 day Training	Weekend in May
Meet the Team Day	Saturday in mid June
Week 1: Feel the Fear Kingswood residential	16 <sup>th</sup> -20 <sup>th</sup> July 2012
Week 2: Heroes from Home Local residential	23 <sup>rd</sup> - 27 <sup>th</sup> July 2012
Week 3: Big Plans Local daytime delivery	30 <sup>th</sup> July- 3 <sup>rd</sup> Aug 2012
Supporting & Managing Social Action Projects	As needed. Completed by mid sept 2012
Celebration event	September 2012

- Q:** What are my hours of work?  
**A:** At Kingswood, many of the activities during the day will be led by staff from the centre but you will be expected to work alongside your team for these and also supervise and run activities in the evenings, supporting by UFA coordinators. You will be allocated breaks throughout the day but you will be expected to undertake some night time duties.

The sessions during the second residential will again be quite long days but you will be supported by UFA coordinators. The third week (non-residential) will run 9.30-3.30 each day but obviously you will need to be there before and after the sessions to prepare and clear away.

Q: What do I need to wear?

A: We will provide you with a UFA polo shirt or t-shirt to wear. Dress for comfort, but we would ask you to wear appropriate clothing and be aware of your position as a Team Leader. Any specialist equipment for outdoor activities will be provided.

Q: Will you take any photos?

A: Yes, we will take photos and video footage. We will seek your permission for these to be used in UFA and NCS publicity on the application form.

Q: What if I want to observe Ramadan during the project?

A: Ramadan is likely to start on or around Friday 20<sup>th</sup> July 2012. Please let us know if you would like us to be aware of your religious observances and we will provide somewhere for you to pray and support you with breaking your fast.

Q: When is the training?

The training will be held locally over a weekend in April/May. It is compulsory to attend the training in order to take up your role as Team Leader.

Q: When is the "meet and greet" session?

The first time you meet your team and get to know them will be an introductory Saturday in XXX

Q: When is the celebration event?

The celebration event will be held locally on a Saturday in late September or early October 2012

Q: What if the young people break the rules?

A: We expect a high standard of behaviour also from the young people for this project. Negotiating and displaying ground rules will help to create a positive learning environment. Positive language and attitudes should be modelled by Team Leaders, UFA coordinators and volunteers and where possible "catch them doing it right". However the Team Leader handbook and training will outline a clear system of expectations and sanctions. It will be the responsibility of all staff to build the group dynamic through the use of ice-breakers and team-building activities. Relationships between young people need to be nurtured and monitored. The young people will come from a variety of backgrounds and will have experienced a range of different expectations of them at school. We will all need to give clear messages about behaviour and attitudes.

Q: What if I'm ill?

The success of the NCS experience relies on young people working with the same adult throughout each phase. However, if circumstances mean that you are too ill to work contact your local co-ordinator asap to let them know. If you are taken ill on the residential weeks you will need to arrange your own transport home. Payment for the fulfilment of the contract will be affected by illness.

Q: Can I smoke and drink on the residential?

As a Team Leader you are an important role model for others. Staff will need to find designated places to smoke in their break times. Alcohol is not permitted in any circumstances.

Q: What will I know about the young people in my team?

You will be issued with a confidential document containing all the relevant information about the young people including any physical or medical needs, specific learning needs, photographic permissions and emergency contact details.

Q: How do I ensure safety for the young people and for myself?

A: All the activities and venues will have been risk assessed and you will be provided with these risk assessment details so that you are aware of any potential risk or hazards. We will expect you to be aware of the fire procedures in each venue and be responsible for the young people in your care in case of emergencies.

Q: What about Child Protection?

A: All staff and volunteers will have a duty of care for the young people attending the UFA NCS project. If you have any suspicions of abuse or are worried about anything please contact the designated senior person [Jan Polack] in the first instance. We will make procedures and guidelines clear during the training.

Q: If I am seconded from my school will I be working with young people from my school?

A: The teams will be mixed – that's part of the point of NCS and it is unlikely that you will be working with young people from your school.