

Summary table: Staff

Operational standards and indicators on the reception conditions of unaccompanied minors			
Chapter	Subchapter	Standard	Indicators
5. Staff		22. Ensure sufficient qualified staff is provided for the day-to-day care of unaccompanied children.	22.1 The reception facility has to provide for sufficient qualified staff to carry out the day-to-day care of unaccompanied children.
		23. Ensure that staff is sufficiently qualified.	23.1 Staff working with unaccompanied children in the reception context has clear terms of reference (job description). 23.2 Staff working with unaccompanied children in the reception context is qualified in accordance with national law and regulations concerning his or her particular terms of reference (job description). 23.3 Staff working with unaccompanied children in the reception context do not have a record of child-related crimes and offences, or crimes and offences that lead to serious doubts about their ability to assume a role of responsibility with regard to children.

24. Ensure staff is provided with the necessary and appropriate training.

24.1
Without prejudice to the need to provide specific training to staff working with unaccompanied children in the reception context, all training should be aligned to the broader framework of a Code of Conduct specifying the key concepts and principles underlying the work in the reception context.

24.2
Staff working with unaccompanied children in the reception context has a thorough and timely introduction into his or her role.

25. Ensure and promote effective cooperation, information sharing and awareness.	25.1 Special needs recorded should be communicated to the relevant stakeholders in order to provide the necessary guarantees (special needs) and support. 25.2 Regular cooperation, information sharing and awareness raising sessions and/or alternative arrangements are in place among those who are in contact with unaccompanied children due to their profession and/or function, including social workers, education and health-care staff
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26. Provide support for staff working with unaccompanied children in the reception context.	26.1 Different measures are available to help deal with difficult situations encountered during the reception work.
27. Ensure management, supervision and accountability via regular – at least yearly – monitoring and adequate support to staff is taken into account.	27.1 The reception facility has to provide for a regular monitoring mechanism of staff performance to ensure day-to-day care of unaccompanied children.