



WE DISCOVER, WE GROW

Girlguiding

This role outline is designed to help Licence holders, Home Contacts and other volunteers to understand the role of the Home Contact and what can be expected of them whilst carrying out the role.

## Home Contact role outline (international)

The Licence holder is responsible for organising a nominated Home Contact for their group. They may wish to nominate several people to take on these responsibilities as it may not be possible for one person to be available 24 hours a day throughout the residential.

### Home Contact Role Summary

More than one home contact may be appointed to share responsibility for the duration of the event. As home contact your role is to be the point of contact for the named individual (or Licence holder, their assistant or another member of the volunteering team) in the event of an incident.

You are responsible for passing information both to and from the group and keeping others within Girlguiding informed. You may also need to contact emergency services and parents.

Volunteers taking on this role must ensure they are familiar with this outline and understand what is expected of them. They must sign the Home Contact Agreement below to confirm that they have read and understood and agree to perform this role.

### Who can be a Home Contact?

The Home Contact plays an essential part in supporting the group and helping to ensure everyone is kept safe and healthy and that appropriate safeguarding measures can be put and remain in place, in the event of an accident or incident. They will hold sensitive personal information about participants whilst performing this role.

It is therefore essential that the home contact is:

- An active member or recognised volunteer with Girlguiding
- Not be related to or has a close personal relationship to anyone in the group
- Someone who can deal with an emergency in a calm and effective manner
- Can commit to being contactable throughout the event 24 hours a day from departure until return to UK (for International Events)
- Someone who has completed Safe Space level 1 training, as a minimum

A suitable person could be another Leader in the area, a Commissioner, County Residential /International Adviser

For international events we also expect the Home Contact to be:

- **Competent:** has demonstrated the ability to be effective as a Home Contact in the past or has sufficient relevant experience and knowledge of the planned activities, the group and the environments in which the residential will take place to be able to play a supporting role. Competence is not related to age, length of service or position in the organisation. It is:
  - a combination of skills, knowledge, awareness, judgement, training and experience
  - is relevant to the specific residential
  - is about having a range of experience rather than just having a lot of experience doing one thing
- **Accountable:** understands what is expected of them and the relevant policies, procedures and guidelines applying to their role. They are willing to take responsibility for undertaking the Home Contact role
- **Confident:** able to communicate clearly and remain calm and supportive in the potentially stressful situations that might arise whilst being aware of and understanding their own abilities, knowledge and limitations.

For International Residential Events, the home contact is an important element of the process for keeping everyone safe by acting as a central point for the sharing of information.

## Information you will hold

- The full itinerary for the residential (including all travel, accommodation, visit and activity arrangements and details of any third party provider being used for any aspect of the residential)
- Details of name and membership number of the Licence holder and adult leaders
- Name and contact details of the home commissioner and relevant adviser
- Details of all members of the group including a minimum of 2 emergency contacts for each individual. Both emergency contacts should not live at the same address. These details are needed for girls, young women and volunteers. If any family members are accompanying volunteers, details are needed for them too
- A copy of the travel insurance certificate for the residential
- Next of Kin: this is usually, but not always, the same person as one of the emergency contacts. If the next of kin will be away for some or all of the duration of the residential they must leave full details of how they can be contacted in an emergency with the participant's emergency contact OR nominate another family member or close friend to act on their behalf in case of emergency
- All information that you hold or share must be in line with our [data protection procedures](#)

## What does the home contact need to do?

In the event of an accident or emergency, you will be contacted by the licence holder or another leader in the group. They must give you details of:

- the accident, incident or emergency
- the names of the participant(s) requiring assistance
- the action that has been taken

You must discuss and agree any action that you need to take with the licence holder. Further advice can be sought from your commissioner, adviser and Girlguiding HQ. If there is a safeguarding concern you must contact HQ safeguarding team on 020 7834 6242 or email us at [safeguarding@girlguiding.org.uk](mailto:safeguarding@girlguiding.org.uk). For out-of-hours emergencies call 07508 032997.

According to the situation and what has been agreed, as home contact you must then:

- inform the emergency contacts of the participant(s) involved
- maintain communication to ensure that the appropriate emergency and guiding personnel are kept informed of the situation
- if appropriate, notify the home Commissioner or Adviser of the accident or emergency

You must also pass on information to the group when necessary such as information about a family emergency that a group member needs to be notified about.

You must follow Girlguiding policies and procedures at all times.

## Managing confidential and personal information

You must follow our [data protection procedures](#) and make sure information that you hold or share is in line with our procedures. You must always keep it secure.

Once you have received confirmation that the event is finished you must shred all paperwork that contains personal information, unless there has been an incident when you will need to give it securely to the licence holder or commissioner.

## Agreement

Please complete the section below and sign and date it. One copy must be kept by you and one copy will be returned to the licence holder.\*

I,  Membership number

confirm that I have read and understood the above outline. I agree to take on the role of home contact for the event

on

Signed

Date

\*The licence holder should destroy this form securely once the event is finished, unless there is an incident.