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# 5. Staff

## Introductory remarks

The main tasks of staff working with unaccompanied children are supervising, counselling and providing social support to unaccompanied children. They are responsible for identifying and addressing the needs of unaccompanied children as described above (Chapter 2. Special needs and safety risks, and Chapter 4. Day-to-day care).

There is a range of professionals responsible for and involved in working with unaccompanied children within the reception context. It includes all persons who are in direct contact with unaccompanied children, irrespective of their employer. This field of work is covered, in particular by social workers, education and healthcare staff, registration officers, interpreters, facility managers, administration/coordination staff, as well as representatives.

In this framework, the guidance included in this chapter should be understood as applying to all staff (including middle and top management) working with unaccompanied children in the reception context. The chapter does not cover directly representatives, although some of the standards and indicators in this chapter are also for them to monitor/implement. Where specific demands to staff (e.g. specialised qualification) have to be met, this is addressed explicitly within the guidance.

In order to perform the above-mentioned tasks, those working with unaccompanied children have to be appropriately available, qualified, trained, supported and monitored.

**Legal references – staff**

- Article 24(4) RCD: Unaccompanied minors
- Article 29(1) RCD: Staff and resources