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5.4 Staff support

STANDARD 26: Provide support for staff working with unaccompanied children in the reception context.

Indicator 26.1: Different measures are available to help deal with difficult situations encountered during the reception work.

- ***Additional remarks:*** *Staff support measures can take the form of intervision (exchange with peers), stress management, psychological support, crisis teams or external supervision*.

Good practice on staff support
It is considered good practice to:

✓ provide for daily staff meetings for effective information transfer;
✓ arrange two or three staff development days for all staff members;
✓ organise defusing or de-briefings sessions, when necessary;
✓ promote peer-to-peer exchanges between child reception officers of different facilities.

STANDARD 27: Ensure management, supervision and accountability via regular – at least yearly – monitoring and adequate support to staff is taken into account.

Indicator 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.

- **Additional remarks:** *To ensure the day-to-day care of unaccompanied children is carried out in an adequate way and special needs are addressed sufficiently staff performance is regularly monitored and adequate support is taken into account.*

Good practice on monitoring
It is considered good practice to:

✓ provide for a periodic peer review on the implementation of the day-to-day care of unaccompanied children.

