



Child Safeguarding Policy

May 2021

(next revision in January 2022)

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Introduction

TOKA's safeguarding policy was developed to ensure the safety and protection of all stakeholders including staff, interns, volunteers, partners and others who are in contact with youth through TOKA, so youth feel comfortable discovering their passions, building their confidence, and developing their talents and skills to become agents of positive social change.

The aims of this policy are to:

- Prevent abuse and protect youth
- Protect staff, interns, volunteers, partners and others who are in contact with youth through TOKA
- Protect the organization, and its acknowledgement as an organization that protects youth.

Staff, interns, volunteers, partners and others who are in contact with youth of TOKA are responsible for having a thorough and unified understanding of the Child Safeguarding Policy, which develops awareness on types of abuse, prevention, protection and reporting procedures through continuous training and available materials regarding this Policy (visuals, child friendly materials, posters, etc.).

We expect all staff, interns, volunteers, partners and others to promote good practice by being excellent role models, contributing to discussions about safeguarding and positively involving people in developing safe practices that prevent and protect youth from all forms of abuse. We will safeguard children and youth in the following ways:

1. Drafting, implementing and encouraging rigorous and **careful procedures for safe recruitment** and selection of staff and volunteers – including CV screening, interview and Assessment Centre evaluation, as well as confirmation from Judicial authorities that the candidates have no criminal convictions or are not under a judicial criminal process.
2. Providing **effective management oversight** for staff, interns, volunteers, partners and others through supervision, support and training – including continuous training, consisting of pedagogical skills (including recognizing and preventing abuse and bullying, as well as knowing the reporting procedures), first aid and safety protocols.
3. **Reporting every concern, suspicion or evidence to the appropriate parties** that need to know, and involving parents and children appropriately – normally professionals and institutions mandated to guarantee protection.
4. **Setting clear mutually understood rules and expectations** in our programming – which are codified in the Educator Evaluation standard and the Employee Performance Evaluation framework.
5. **Organizing the TOKA teams in such a way that prevents opportunities for abuse and ensures reporting in due time on suspected or evidenced cases of abuse** – including rigorous guidance and instructions regarding what should and should not be done during work with youth, for example: educators working in pairs, or always in the eye-line/earshot vicinity of other colleagues.

Policy statement

TOKA's child safeguarding policy is our commitment to preventing and protecting children from abuse in all its forms, promoting the health, development and well-being of youth and creating a safe environment where youth can develop and learn skills and reach their full potential, in a safe and healthy environment. By upholding our safeguarding commitments, we can further fulfill our mission of equipping youth with the tools and skills to be agents of positive social change.

Problem to address

It is the policy of TOKA to safeguard the welfare of all children and youth by protecting them from all forms of abuse including **neglect, physical, emotional and sexual harm**. We strive to provide developmentally appropriate and meaningful programming to our youth and the community to create a safe environment in which young people can feel comfortable and safe while engaging in our programs. We pay particular attention to young people that come from marginalized communities to ensure that they are adequately supported, treated with respect and equality vis-à-vis their other peers – and ensure that their experience in TOKA programs is safe, developmental and confidence building.

Definitions

Safeguarding

Embedding practices throughout an organisation to ensure the protection of youth from violence, exploitation, abuse and neglect, wherever possible. In order to effectively safeguard, it is essential to know the definition of a child/youth, abuse and its forms.

Definition of a child/youth

According to the definitions of the United Nations, a child is a person under the age of 18 years of age, while a youth refers to a person between 15 and 24 years of age.

Abuse

According to the definition of the World Health Organization (WHO) child abuse is all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment, or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity, in the context of a relationship of responsibility, trust or power. Abuse can take a number of forms, including but not limited to the following:

1. Neglect

Including but not limited to the failure to protect the child from exposure to danger, likely to result in the serious impairment of the child's health or development.

2. Physical abuse

Including but not limited to hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or caregiver fabricates the symptoms of, or deliberately induces, illness in a child.

3. Sexual abuse

Including but not limited to the following. Forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape or oral sex) or non-penetrative acts. They may include non-contact activities such as involving children in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

4. Emotional abuse

Including but not limited to persistent emotional maltreatment of a child such as causing severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Measures taken to prevent/manage risk

1. Risk assessment/risk mitigation

- RISK: Manage risk by **working in the ratio of 1 educator/leader per maximum 10 children (1:10)**. This ratio ensures the safety and proper care of youth participants. This will include educators working in pairs, or always in the eye-contact distance of other colleagues.
- RISK: **Clear and mutually understood rules and expectations** are laid out for staff, interns, volunteers, partners, and youth through TOKA. Youth will also have the opportunity to work together in creating expectations in order to ensure ownership and investment.
- RISK: **Concerns brought up by another staff, parent, or other stakeholder are taken seriously** and steps [\(as outlined under Reporting/responding to concerns\)](#) are followed to understand the situation and act accordingly.
- RISK: **Management is available to facilitate a break or provide assistance** to staff feeling overwhelmed or in need of help.

2. Safe recruitment

- RECRUITMENT: **Staff applicants go through a rigorous selection process** where they are selected after participating in practical simulations and interviews. This will include CV screening, reference check from previous employers, interview and/or Assessment Centre evaluation, signing of TOKA's Child Safeguarding Policy, as well as confirmation from Judicial authorities that the candidates have no criminal convictions or are not under a judicial criminal process. The contract package includes:
 - Signed Contract
 - TOKA's Organizational Policy
 - Confidentiality Agreement
 - Signed Statement of Understanding TOKA's Child Safeguarding Policy
 - Proof that you are not under investigation
 - Passport/ID photocopy
 - Bank account information
- RECRUITMENT: **Volunteers under 18 will be required to have signed parental approval**, a medical release form, as well as knowledge of any risks associated with the activity. Our staff will attend continuous training on interacting with underage volunteers.
- RECRUITMENT: **Volunteers and Interns over 18 will go through a selection process** including an application and CV screening, interviews, assessment of motivations, signing TOKA's Child Safeguarding Policy, as well as confirmation from

Judicial authorities that the candidates have no criminal convictions or are not under a judicial criminal process. The contract package includes:

- o Signed Contract
- o Confidentiality Agreement
- o Signed Statement of Understanding TOKA's Child Safeguarding Policy
- o Proof that you are not under investigation
- o Passport/ID photocopy
- RECRUITMENT: **International volunteers should be vetted by a sending organization** (as with EVS), confirmation that they have no criminal convictions or are not under a judicial criminal process. International volunteers must also have a visa/permission in order to volunteer in Kosovo and sign TOKA's Child Safeguarding Policy.
- VISITORS: **Visitors and others** (meaning journalists, photographers, donors, partners, etc.) who may be in contact with children will be accompanied at all times by a TOKA staff member.

3. Behavior protocols/code of conduct

- BEHAVIOR PROTOCOLS/CODE OF CONDUCT: In addition to staff training and compliance of pedagogical and safety protocols – we include children and youth as stakeholders in creating and upholding a safe environment. This includes **joint creation of the Program rules and principles**, which are discussed with the participants, agreed and signed in a symbolic way in the form of a group contract.
- BEHAVIOR PROTOCOLS/CODE OF CONDUCT: For our residential programs, we **implement core safety rules as standard**, including: participants are not allowed to go out of the cabins (exceptions are in case of an emergency) after curfew. Participants are not allowed to go out of the camp perimeter without the permission of their educator. In case a participant is not respecting these rules, TOKA has the right to expel them from the camp after one warning.

4. Education/training

- TRAINING: **TOKA's staff go through strict and comprehensive training** consisting of pedagogical skills (including recognizing and preventing bullying as well as all other forms of abuse), first aid and safety protocols for their specific programs
- TRAINING: **All staff, interns, volunteers, partners, and others who will be in contact with youth through the organization will be trained on our Child Safeguarding Policy** and understand what constitutes abuse, reporting standards and procedures, and the steps that are taken regarding abuse.
- TRAINING: **All TOKA's staff will be trained on how to interact with volunteers under 18**. Training emphasizes the fact that they are still youth and considerations regarding various forms of abuse should be carefully recognized and understood. Moreover, response to any concern regarding any suspicion or allegation to abusive situations should be clearly defined, understood and accepted.
- CHILD EDUCATION: TOKA has developed a child friendly reporting procedure to make sure that children understand how and who to report to if they or someone they know is experiencing any harm/abuse.

5. Safe programme design

- PROGRAMME DESIGN: Our staff has **years of experience designing and implementing educational programming** in diverse settings and populations. We will continue to seek feedback and expert help with creating safe programmes that continue our legacy of high success and retention rates.
- PROGRAMME DESIGN: TOKA has a **successful track record of running safe experiential learning and community service projects** with young people. We will continue developing youth centered projects using evaluation, progress monitoring, and feedback materials from our stakeholders.

6. Communications

- COMMUNICATIONS: **This Child Safeguarding Policy is shared and read through with all TOKA staff, interns, volunteers, partners, and others who will be in contact with youth through the organization** who will then sign the document to show agreement. All violations will lead to immediate action as outlined under Reporting/responding to concerns.
- COMMUNICATIONS: **TOKA's Safeguarding Policy is shown to all relevant stakeholders during its programs**, and violations will lead to immediate action as outlined under Reporting/responding to concerns.
- COMMUNICATIONS: **Sharing information about concerns with agencies that need to know, and involving parents and children appropriately** – normally school counselors, professionals or teachers responsible for the well being of students in their class.
- GUIDELINES: **Setting clear and mutually understood rules and expectations in our programming** for staff, interns, volunteers, partners and youth– which are codified in the Educator Evaluation standard, Performance Evaluation framework.
- SOCIAL MEDIA/PRIVATE CONTACT: TOKA employees, volunteers, representatives, and associates **should not initiate private friendships** with youth through social media and sharing of private contact details. If the youth participant initiates the connection on social media - TOKA's recommendation is that employees, volunteers, representatives, and associates of TOKA **refrain from direct individual communication with him/her**.

7. Management responsibilities

- MANAGEMENT: Providing **effective management oversight** for staff, interns, volunteers, partners, and others through supervision, support and training.

- **MANAGEMENT: All management personnel will include feedback on any violations of TOKA's Safeguarding Policy** in staff Performance Evaluation Reviews that happen biannually. In addition, any violation of **TOKA's Safeguarding Policy** will result in written warnings, and may lead to dismissal of the relevant staff member.

8. Implementation and review

IMPLEMENTATION: To ensure successful implementation of this Policy, TOKA will:

1. **Train all staff, interns, volunteers, partners and others who will be in contact with youth through the organization on the Policy** including understanding the types of abuse. The level of training will depend on the level of contact they are expected to have with children.
2. Make sure **all stakeholders are aware** of our Policy including but not limited to posting of the policy on our website.
3. **Follow risk mitigation procedures** and the above to decrease the likelihood of abuse.
4. **Work to create an environment** where staff, interns, volunteers, partners, and others who will be in contact with children through the organization feel comfortable expressing their concerns.
5. Staff, interns, volunteers, partners, and others who are involved will be **kept as anonymous as possible**.

REVIEW: Relevant staff led by the Child Safeguarding Officer will **review TOKA's Child Safeguarding Policy with the possibility of revision every year** to ensure continued effectiveness. All staff will then be trained on the revised Policy. **Feedback from relevant stakeholders** will be sought after and encouraged to ensure protection of the youth, staff, partners, and donors.

9. Parental information and consent

PARENTAL INFORMATION AND CONSENT: In order to participate in TOKA programs, we provide an **information pack**, as well as authorization, media and survey release and medical forms indicating medical concerns staff should be aware of, emergency contacts, and authorization of TOKA to take necessary measures to ensure a youths safety, for the parents to complete and sign for all youth (under 18). This ensures both parental involvement, and adequate information for TOKA staff to safeguard the participants.

10. Youth communication

There are two safeguarding steps for programs where adult volunteers are the primary caretakers of youth, and TOKA has not direct contact. TOKA gets direct feedback/contact from youth from:

- 1) A direct assistance channel via our website (youth members can click on 'Assistance for Super-Volunteers' button on TOKAs homepage, and fill a short form with their contact details; this triggers an automatic email to the SL team, and we call the youth within 24 hours.
- 2) A short questionnaire is sent to youth members after the first SL Club module (Oct-Dec) is finished, which asks them a few questions about how they feel/think in the Club (e.g. 'all Club members are treated fairly,' or 'I can be myself in the Club).

Online safety

There are a few things to be taken into account.

1. Basic organisational rules:

- **PRIVACY:** Contact with children and their guardians for marketing purposes, media exposure, consultation or participation should be with their **written permission (through a parental authorisation form)**, and neither exploit nor put at risk the child nor their guardian.
- **PRIVACY:** Management, employees, volunteers and other representatives/partners of TOKA, without exception, are **obliged to protect the privacy of children and members of vulnerable groups** so that information may not be available to other persons, or the public.
- **SOCIAL MEDIA:** Personal information of children and other members of vulnerable groups based on which they can be identified (i.e. geo tagging, addresses, etc) **should not be posted on social media or digital technology**.
- **SOCIAL MEDIA:** TOKA employees, volunteers, representatives, and associates **should not initiate private friendships** with youth through social media and sharing of private contact details. If the youth participant initiates the connection on social media - TOKAs recommendation is that employees, volunteers, representatives, and associates of TOKA **refrain from direct individual communication through social media with children or members of vulnerable groups** who are beneficiaries of TOKA programs and projects.

2. Types of online abuse

Children and young people may experience several types of abuse online:

- bullying/cyberbullying
- emotional abuse
- sexting (pressure or coercion to create sexual images)
- sexual abuse
- sexual exploitation.

3. Identifying signs

Some general indicators of child/youth abuse include:

- Seem to always be on high alert
- being withdrawn
- sleeping difficulties, often being tired and falling asleep
- Constant worry about doing something wrong
- Extreme behavior, such as being way too obedient or way too demanding/aggressive
- having difficulty concentrating
- abusing alcohol or drugs
- creating stories, poems or artwork about abuse
- Showing little interest in friends and activities
- showing wariness and distrust of others, especially adults
- Speech problems
- Headaches and stomachaches with no clear cause
- Avoiding any kind of touch or physical contact
- Depression and low self-esteem
- Wear clothing that doesn't match the weather -- such as long sleeves on hot days -- to cover up bruises
- Being unable to explain an injury, or providing explanations that are inconsistent, vague or unbelievable
- feeling suicidal or attempting suicide
- being reluctant to go home

A young person who is experiencing abuse **online** may:

- spend much more or much less time than usual online, texting, gaming or using social media
- be withdrawn, upset or outraged after using the internet or texting
- be secretive about who they're talking to and what they're doing online or on their mobile phone
- have lots of new phone numbers, texts or e-mail addresses on their mobile phone, laptop or tablet.

A young person may be reluctant to speak out about the abuse they've experienced. They may:

- not understand that they are being abused
- feel dirty and ashamed
- be too embarrassed to share the sexual details of what's happening to them
- be afraid because of threats of violence from the abuser
- have been told by the abuser that they won't be taken seriously
- have established an emotional attachment with the abuser and don't want to get them into trouble

They may also blame themselves for the abuse and not expect to get any support. This might especially be the case if they have experienced unsupportive approaches from school, peers and family. Their abuser may also have threatened to share sexual images of them if they tell anyone about the abuse. This means they might be frightened to speak out.

4. Responding

When responding to cases of online abuse, it's important to understand the impact the counsellor can have on a young person's wellbeing. They should:

- listen calmly to what the child has to say
- remember that the young person may be embarrassed and/or ashamed
- be non-judgmental and make sure the child knows that abuse is never their fault.
- Reach out to a staff member for support.

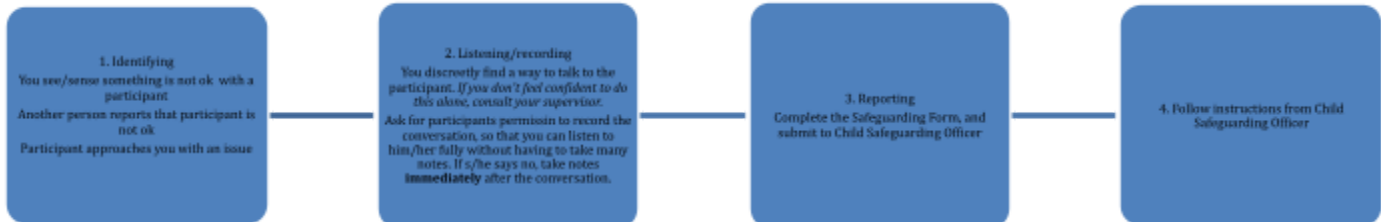
Parents should be informed about cases of online abuse unless to do so would put a child at further risk of harm. They may need additional support to understand what has happened and how best to help their child.

Reporting/responding to safeguarding concerns/cases

- **REPORTING: All staff, interns, volunteers, partners, and others who will get in contact with youth through the organization are required to immediately report suspicion of child abuse to your direct supervisor and TOKA Child Safeguarding officer.**
 - Knowledge of failure to report by any staff will result in further training and evaluation. *All Staff, interns, volunteers, partners, and others who will be in contact with youth through the organization should be guided by the following steps.*
1. Listen carefully and with empathy to the participants report. Ask him/her for permission to record the conversation, which will help not miss out details needed to fill out the [TOKA's Safeguarding Concern form](#). If s/he refuses, write down notes of the conversation IMMEDIATELY after the conversation.

2. Communicate your report/concerns to your immediate manager, if s/he is not involved. If s/he is suspected to be involved - go straight to Child Safeguarding Officer.
3. Fill out [TOKA's Safeguarding Concern form](#) and give directly to the Child Safeguarding Officer.
4. Seek medical attention for the vulnerable person if needed, ensuring a safe and appropriate environment for the vulnerable person.
5. Coordinate with the Child Safeguarding Officer to communicate with parents.
6. Coordinate with the Child Safeguarding Officer to obtain permission to make a referral if safe and appropriate.
7. If relevant, Child Safeguarding Officer will file a complaint to the Centre for Social Work within the municipality ([contact information found here](#)).

Reporting flow illustration



- SAFETY FIRST: If a TOKA staff member (supervisor, Child Safeguarding Officer, Executive Director) is suspected of the child safeguarding violation, please contact the **most senior person in the organisation that is not under the suspicion of misconduct** in the relevant case. If necessary, you can contact the TOKA Board of Directors, whose contacts are listed below:
 - o Anne Peymirat anne.peymirat@googlemail.com
 - o Arnaud le Masne de Chermont a.lemasne@gmail.com
 - o Ilir Hoxha a.lemasne@gmail.com
 - o Merita Gashi gashi.merita@gmail.com
- If participants feel mistreated or abused they can contact TOKA staff by clicking the box [ASSISTANCE FOR SUPER-VOLUNTEERS AND SUPER-CITIZENS](#). The completed form will be automatically emailed to the Safeguarding Officer. After they fill the report, TOKA staff will contact them in 24 hours.
- RESPONDING to INTERNAL ABUSE – Staff, interns, volunteers, partners, and others who will get in contact with youth through the organization: **Child Safeguarding Officer** (supported by Executive Director) **will immediately notify appropriate authorities** in order to start an investigation into abusive claims. Accused staff will be placed on paid leave until the immediate investigation is concluded. If found to have committed abuse, staff will be terminated immediately. If report proves false, staff will be reintegrated into the work environment.

Code of Conduct

Our Code of Conduct outlines our expectations of all staff, interns, volunteers, partners, and others who will be in contact with children through the organization in their behavior towards youth and participants in TOKA programs.

We promote freedom of expression and open communication, but we expect all staff, interns, volunteers, partners, and others who will be in contact with the children through the organization to follow our code of conduct. **This policy applies to all our staff regardless of employment agreement or rank.**

1. Smoking, alcohol, drugs while in the presence of youth is prohibited. You are expected to be sober and lucid at all times when working with youth participants.
2. Swearing, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment in the presence of youth is prohibited.
3. Dress appropriately for every activity/program. Clothing should not be unduly revealing and should fit with the activities you will be participating in.
4. Treat all youth respectfully, regardless of sex, race, religion, culture, socio-economic level, or disability. Listen actively (through eye contact) to their needs and concerns. We want our youth to know we care about them, their passions, interests, and their development.
5. Staff, interns, volunteers, partners, and others who will be in contact with children through the organization are responsible for the safety and well-being of youth and participants at all times. **Staff shall never leave a youth unsupervised.** Stay engaged with them throughout the program by checking in with each youth individually to see how they are doing/feeling and to keep them engaged in developing/learning.

6. Staff, interns, volunteers, partners, and others who will be in contact with children through the organization should conduct all activities in staff pairs when working with youth under 18. When this is not feasible, **staff should be positioned so that they are visible to others, preferable another staff member. Never go somewhere alone with a youth under 18**, and always be in a group of at least three. **Staff, interns, and volunteers should not stay overnight alone in a room with any children.**
7. Staff, interns, volunteers, partners, and others who will be in contact with youth through the organization shall not abuse children in any way, including but not limited to: physical abuse, sexual abuse, emotional abuse, or neglect. **No type of abuse will be tolerated and may be cause for immediate dismissal.**
8. Staff, interns, and volunteers are to report to management any other staff, intern, volunteer, partner, or other who violates any of the policies listed in this Code of Conduct.

Our organization will take disciplinary action against staff who repeatedly or intentionally fail to follow our code of conduct.
Disciplinary actions will vary depending on violation

Possible consequences include:

1. Reprimand and retraining on the code of conduct
2. Demotion and retraining on the code of conduct
3. Suspension and retraining on the code of conduct
4. Termination

Designated Child Safeguarding Officer - Jehona Gjurgjeala

A TOKA staff member appointed as the Child Safeguarding Officer has additional responsibilities related to keeping youth safe. The Child Safeguarding Officer will be supported by and report to the Executive Director. TOKA will have one staff member appointed to this position at all times. **For the year 2021-22, this person is Jehona Gjurgjeala | jehona@toka-ks.org +383 48 825 520.**

Their responsibilities include:

- Undertaking relevant training in safeguarding issues to ensure their knowledge is kept up to date.
- Acting as a point of contact for those who have safeguarding concerns, receiving information and recording those concerns;
- Acting upon concerns as appropriate in the circumstances for example by making external referrals to the Center for Social Work or the Police
- Revise the annual action plan and TOKA's Child Safeguarding Policy with the support of the team
- Monitor the implementation of this policy and related procedures.

Youth Disclosure Do's and Don'ts

If a youth/child discloses that they are experiencing abuse or harm, or if there are suspicions a youth is at risk of abuse or harm, consider the following dos and don'ts:

DO	DO NOT
Be supportive.	Panic.
Take what the youth says seriously.	Delay.
Remain calm.	Promise to keep secrets.
Reassure them that it was right to tell someone.	Ask leading questions.
Use language they understand.	Ask them to repeat the story unnecessarily.
Explain what will happen next, i.e. that disclosure of relevant information may need to be made to the program leader (e.g. Camp leader, Superteacher) and Youth Safeguarding Officer.	Express any opinions about what you are told.
Ask if you can record the session. If not, write down verbatim immediately afterwards what was said, including the time, place and any other observations: sign and date the record. Invite them to contact TOKA staff by clicking the box ASSISTANCE FOR SUPER-VOLUNTEERS AND SUPER-CITIZENS . After they fill the report, TOKA staff will contact them in 24 hours.	Take copious notes during the interview. It is important that the youth feels they are listened to, and not under interrogation. Discuss the disclosure with anyone other than the Youth Safeguarding Officer and other relevant personnel.
Pass the report to the program leader (e.g. Camp leader, Superteacher) and Youth Safeguarding Officer.	Start to investigate.
Remember that you may need support. Seek advice and support for yourself from the Youth Safeguarding Officer or your manager.	Do not contact the alleged abuser.

Safeguarding Concern Form

Steps: Type responses, Print form, Sign form, and give directly to Youth Safeguarding Officer

Name of Youth/Child:	
Date of birth (of youth):	Gender of youth (M/F/Other):
The youth's I.D. number:	
Time, location, date or other relevant information:	
Description of the safeguarding issue (including any visible signs or other injuries):	
Any other observations/information:	
Action taken:	
Name (print):	Signature:
Position:	Date:

*If needed, please continue onto another page if necessary, ensuring it is securely attached to the Safeguarding Concern Form.

Please record this information and give directly to the designated Child Safeguarding Officer confidentially immediately after the incident.

Child Safeguarding Officer - Job Description

Description of Organization

We provide transformational experiences for young people, so that they are equipped and motivated to become agents of positive social change and ultimately improve Kosovar society. To learn more about TOKA, please visit www.toka-ks.org

Responsibilities

- Act as a point of contact for those who have safeguarding concerns and respond appropriately (i.e. making external referrals to the Centre for Social Work or the Kosova Police).
- Monitor implementation of TOKAs Child Safeguarding policy and procedures. Update the policy and procedures with the support of the team through annual revision of TOKAs Child Safeguarding Policy Action Plan.
- Enforce the revision of TOKAs Child Safeguarding Policy and completion of the Self Audit tool every 2 years starting January 1st, 2018.
- Train all staff, interns, volunteers, board members, and others on TOKAs Child Safeguarding Policy after its revision every 2 years or upon hire/appointment and prior to contract signature.
- Train staff in specific programs (Outreach, Residential, Service learning) related to Safeguarding issues as indicated by TOKAs Safeguarding Policy.
- Provide basic training on TOKAs Child Safeguarding Policy to partners, visitors and other who will get in contact with children through the organization
- Compile and maintain Safeguarding Concern Forms that are to be confidentially kept on file for TOKAs reference
- Update and maintain all of TOKAs transparency elements related to Child Safeguarding including (but not limited to) posters, online policy, sharing information with our partners.
- Stay up to date on Safeguarding issues by looking for ways to continue to develop professionally in this topic and contribute to growing awareness of this issue in Kosovo.
- Be aware and involved in all compliance issues from our Donors related to Safeguarding issues

Qualifications

- Familiar with TOKA and its background related to safeguarding issues.
- Interested and committed to helping TOKA become a leader in the field of Safeguarding in Kosovo.
- Organized with great communication skills (English and Albanian).
- Competence in Microsoft Word, Excel, and professional communication.
- Comfortable facilitating trainings and working with groups of people

Contact and Resources

Centre for Social Work

Office phone Qafa: 038/244 841

Office phone Kodra e Trimave: 038/611-070

Office phone Kodra e Diellit: 038/212-478

Address: St UCK, nr 69/c, 10000, Prishtina

Kosovo Police

Regional office in Prishtina

Fixed line mobile: 192 – 92038 550 999

Anonymous number: 080019999

Address: Street Luan Haradinaj p.n.

1000 Prishtina, Republic of Kosova

Victims Advocacy and Assistance Office

Regional Office in Prishtina

On-call Service Phone: 044/278-738

Official Landline Phone: 038/246-059

Address: Palace of Justice, Basic Prosecution Building,
Annex C, Ground Floor, Office no C007 and C006, Hajvali

This policy is underpinned by the UN Convention on the Rights of the Child (UNCRC) and principles and guidance detailed through Keeping Children Safe online child safeguarding standards resource.

<https://www.unicef.org.uk/what-we-do/un-convention-child-rights/>

Confirmation of Reading

I declare that I have never objected to any sentence for individual inappropriate behavior or abuse to a child. I confirm that I have been made fully aware of, and understand the contents of, the Child Safeguarding Policy and Procedures for Organizata Kosovare per Talent dhe Arsim – TOKA. I declare that I am committed to respecting this policy

I have been informed that in case of any suspicion of inappropriate behavior contrary to TOKA's Child Safeguarding Policy, the organization has the right to undertake all appropriate administrative and legal measures in accordance with domestic legislation. I have been made aware that in case of violations of the policy, the organization reserves the right to inform other institutions which may ask for it. I take responsibility for the consequences including possible termination from TOKA.

Please complete the details below and return this completed form.

Name:

Signature:

Date: