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# PCC Name (and logo if applicable)

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## Volunteer Policy

### Introduction

The (name of organisation) is the legal charitable body that has responsibility for (brief explanation)

(Name of organisation) provides (brief explanation of mission)

In line with this mission the (name of organisation) seeks to involve volunteers to:

* serve the parishes
* provide new skills, perspectives and opportunities for service

#### Principles

This Volunteer Policy is underpinned by the following principles:

* The (name of organisation) will ensure that volunteers have a defined place within our structures, are properly integrated, and are treated equally as part of the team.
* The (name of organisation) will not introduce volunteers to replace paid staff who are consequently made redundant.
* The (name of organisation) expects staff to work positively with volunteers and, where appropriate, actively seek to involve them in their work.
* The (name of organisation) will recognise the individual skills each person brings to the organisation and will encourage volunteers to develop and build on existing skills and knowledge.
* The (name of organisation) recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their role effectively.
* The (name of organisation) will ensure all volunteers feel supported and valued in their role through providing induction and support.
* Each volunteer will be supervised by a nominated member of staff who will be responsible for their care, support and training. This staff member will also be responsible for ensuring the volunteer is aware of their rights and responsibilities.
* All (name of organisation) employees and volunteers must adhere to, and have access to, relevant policies and procedures especially Safeguarding, Health & Safety, Equality & Diversity.

#### Definition of a Volunteer

For the purposes of this policy, a volunteer is defined as any individual who willingly gives their time, energy and skills, without payment of wage or salary, for the benefit of themselves, the (name of organisation), and the communities and parishes within the (name of organisation).

Those who serve in governance roles are not volunteers; neither are those who lead or speak at occasional events, or those who are carrying out roles as part of the normal duties of their office.

#### Practice guidelines

The following guidelines deal with practical aspects of the involvement of volunteers.

#### Recruitment

The (name of organisation) encourages volunteers from a diverse range of backgrounds to reflect the makeup of the communities and parishes within the Diocese of Worcester.

* Each potential volunteer will be invited to an informal meeting to discuss their skills, talents, interests and specific needs.
* All appointed volunteers will be required to fill out an appropriate registration form.
* All appointed volunteers will be asked for two references.

Each person who volunteers for (name of organisation) and works with children and vulnerable adults will be subject to the Church of England’s policy on “Safer Recruiting” in accordance with the (name of organisation) Policy on Safeguarding.

#### Volunteer agreements and role description

Each volunteer will have a volunteer agreement establishing what the (name of organisation) undertakes to provide them. There are separate agreements for those who are in a continuing volunteer role and those who are volunteering for a one-off event. Those whose role is continuing, rather than a one-off, will also receive an induction, including being shown the relevant parts of the website for their role.

In addition, they will receive a role description which should clearly define the role to be carried out. Tasks may on occasion be subject to amendment and the volunteer’s advice should therefore be sought as appropriate. Any changes to a volunteer’s role description must always be discussed with the volunteer beforehand.

Neither of these documents is a contract; the (name of organisation) has no intention of creating a contract with any volunteers.

An annual review of the role description will take place between the volunteer and the supervisor, and a note of this review will be kept by the supervisor.

#### Expenses

All volunteers are entitled to have their travel and other agreed expenses reimbursed. Claim forms will be given to volunteers during their induction and be made readily available on the website.

#### Induction, support and training

All volunteers will receive an induction into the (name of organisation) detailing health and safety, equality and diversity, and their own area of work. They will receive sufficient appropriate training to fulfil their role. Depending on the role, they may be required to attend safeguarding training.

All volunteers will have a designated supervisor. They will be provided with regular supervision to feedback on progress, discuss future development and air any problems. The volunteer and supervisor will review the role description annually.

#### Insurance

All volunteers are covered by the (name of organisation) insurance policy (\* check this is the case) whilst they are on the premises or engaged in work as a volunteer. It is the responsibility of the volunteer to inform their motor insurance company, where appropriate, if they are using their car in the act of volunteering.

#### Health and safety

Volunteers are covered by the (name of organisation) Health and Safety Policy, a copy of which is available (state where). The (name of organisation) commits itself to ensure that all volunteers are informed of health and safety practices and procedures at their induction.

#### Equality and diversity

Volunteers will be expected to have an understanding of, and commitment to, equality and diversity.

#### Problem solving

We aim to identify and solve problems at the earliest possible stage. A procedure has been drawn up for dealing with complaints either by or about volunteers. A copy of the procedure is available (state where).

#### Confidentiality

Volunteers will be bound by the same requirements for confidentiality as paid staff.

#### Disclosure and Barring Service checks and ex-offenders

As an organisation using the Disclosure and Barring Service (DBS) for people working with children and vulnerable adults, the (name of organisation) complies fully with the DBS Code of Practice (available on request). A disclosure is only requested if it is both proportionate and relevant to the voluntary role concerned. For those positions where a disclosure is required, it will be stated clearly in the role description that a disclosure will be requested in the event of the individual wishing to volunteer in that role.

Unless the nature of the position requires the (name of organisation) to ask questions about your entire criminal record, we only ask about ”unspent” convictions as defined in the Rehabilitation of Offenders Act 1974. If the nature of the role requires an enhanced DBS, we will also ask for a Confidential Declaration.

Should any matters arise from either the disclosure or the Confidential Declaration you will be contacted by the Diocesan Safeguarding Adviser (DSA). Failure to reveal information that is directly relevant to the role, could lead to the withdrawal of any offer of a voluntary placement.

The DSA will discuss any matter revealed in a disclosure with the person seeking the position before withdrawing a conditional offer of a voluntary placement.

Having a criminal record will not necessarily bar you from volunteering with us. This will depend on the nature of the role and the circumstances and background of your offences.

#### Volunteer Records

Volunteer records will be kept by (state who) in a safe and secure environment. Standard records may include:

* volunteer contact details
* volunteer application form
* copy of the role description
* signed volunteer agreement
* references
* any training and support received (including those that are done as part of the induction).

Once a volunteer has left the (name of organisation), their information will be archived in a secure location and will be kept in accordance with the guidance set out in the guide “Save or Delete: The Care of Diocesan Records” and the Church of England guidance on retention of safeguarding records.

The Worcester Diocesan Board of Finance Limited is a company limited by guarantee and registered in England (No. 271752)  
Registered Office at The Old Palace, Deansway, Worcester, WR1 2JE.  
The Board is a Registered Charity No. 247778.

## Appendix

### Volunteers’ rights and responsibilities

### Volunteers have the right

* To be given a clear idea of their tasks and responsibilities within the organisation.
* To be allocated a supervisor in the organisation who will look after their interests, and who will offer them appropriate support, and supervision on a regular basis.
* To be assured that any information shared with the organisation is kept confidential.
* To be given the same protection under health and safety regulations, and public liability as paid employees.
* To be offered opportunities for training and skills development, appropriate for the voluntary tasks involved.
* To have a complementary relationship with paid staff, who should be fully aware of the role and responsibilities of a volunteer.
* To have access (i.e. through volunteer meetings) and, where appropriate, to play a part in the decision-making process of the organisation/project.
* To be informed about the WDBF’s policies relevant to the volunteer i.e. health and safety, problem solving procedures.
* To be provided with appropriate equipment, tools and materials associated to their tasks.
* Volunteers may join a trade union relevant to the work in which they are involved.
* To be supported when things go wrong and to be encouraged to learn from their mistakes or difficulties.

### Volunteers should not

* Be used to replace paid staff who are consequently made redundant
* Have unfair demands made on their time
* Be asked to do something which is against their principles or beliefs
* Be subject to any discrimination e.g. on the basis of race, sexuality, age, gender. Some volunteer roles will legitimately require the volunteer to be a practising Christian.
* Be out of pocket through doing voluntary work.

### Volunteers’ Responsibilities

* To support and embrace the organisation’s aims and objectives.
* To do what is reasonably requested of them, to the best of their ability.
* To treat information obtained whilst volunteering in a confidential manner.
* To recognise the right of the organisation to expect quality of service from all its volunteers.
* To recognise that they represent the organisation and therefore need to act in an appropriate manner at all times.
* To honour any commitment made to the best of their abilities, notifying the organisation in good time should they be unable to keep that commitment e.g. for holidays.
* To be willing to undertake appropriate training.
* To abide by any relevant policies and procedures.
* To offer suggestions for changes/improvements in working practices to the relevant Diocesan Officer.

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