

Volunteer Management Policy

1. Policy Statement

- 1.1** The Trustees and Overseers of The King's Church Wisbech recognise the distinctive contribution that volunteers make in working out the organisation's purposes.
- 1.2** In recognising that contribution, our policy is:
- To value the status of volunteers as a core part of the church with a distinctive but complementary role to that of paid staff;
 - To ensure, as far as is possible, that the role of volunteer is mutually beneficial to both the church and the volunteer, managing volunteers in such a way that ensures the needs of both parties are met;
 - To provide support, guidance, encouragement and an environment that enables volunteers to operate effectively and with appropriate line management where necessary;
 - To encourage volunteers to grow in their personal discipleship;
 - To provide suitable training opportunities so that volunteers can understand their health and safety and safeguarding responsibilities;
 - To, as far as possible, integrate volunteers into the church providing regular and relevant communication of strategic decisions;
 - To provide a personal point of contact for all volunteers;
 - To provide adequate and appropriate facilities, equipment, training and resources to enable volunteers to fulfil their roles.
- 1.3** In constructing this policy, the Trustees and Overseers have considered the guidelines produced by "know how non-profit" as suggested by the Charity Commission.

2. Taking on and Involving Volunteers

- 2.1** Whilst recognising the contribution that volunteers can make, not everyone will be able or suitable to undertake all volunteer roles. The Trustees and Overseers reserve the right to reject approaches from volunteers, helping them to recognise other volunteer opportunities that might be more suitable for them.
- 2.2** Where volunteer approaches have been rejected, the Overseers will, wherever possible, generally explain the reasoning behind this decision directly with the person involved.
- 2.3** Volunteers for the more public roles in the church will be informally assessed by the Overseers or by the role leader supported by at least one Overseer.
- 2.4** The church operates a separate Safeguarding Children and Vulnerable Adults policy. Volunteers seeking to work with vulnerable groups will be subject to the requirements of that policy.
- 2.5** Volunteers will be made aware of the key responsibilities of their role with a role description.
- 2.7** The policy of The King's Church Wisbech is that the role is entirely voluntary, and there is no payment, honoraria or other financial reward linked to undertaking the work, nor is there any

binding contract or promise of future benefit or reward. Managers and recruiters of volunteers will be made aware that any such benefits risk changing the volunteer role into that of an employee or paid worker with legal rights and responsibilities consequent to that.

2.8 All volunteers are expected to read and adhere to The King's Church Code of Conduct.

3. Management of Volunteers

All volunteers are expected to attend their team meetings which will occur no fewer than twice a year. These meetings will involve training, discussion about the role and will provide space to ask questions, bring suggestions and socialise with the rest of the team. All volunteers also have the opportunity at any time to initiate informal reviews with their role leader as an opportunity to discuss issues, difficulties, performance and outcomes.

3.1 Training for the role will be conducted on the job with new volunteers assisting preexisting volunteers until they feel confident to undertake the role independently.

3.2 All volunteers are expected to attend the annual Health and Safety and Safeguarding training. If they are unable to do so they should arrange a time with their role leader to undertake the training at another time.

3.3 For certain roles and types of training the Trustees and Overseers can insist that volunteers attend external training as a requirement for continuing in the volunteering role. The cost will be covered by the church.

3.4 Volunteers may request a meeting with their role leader to discuss any aspect of the volunteer role. If appropriate, they may request the attendance of an Overseer.

3.5 Files will be maintained on all volunteers. The information will be stored in accordance with the relevant data protection principles; and any file will be available for inspection by the volunteer at any reasonable time.

3.6 The church and the volunteers will discuss the issue of intellectual property rights and agree formally where those rights rest for any original work produced by the volunteers where appropriate.

4. Standing Down or Removal of Volunteers

4.1 Volunteers are encouraged to give some notice before standing down, but the Overseers accept that all volunteers can stand down at any time without giving notice.

4.2 The Overseers reserve the right to remove volunteers if necessary in circumstances which, after investigation, are deemed to be detrimental to the church.

These include but are not limited to:

- Persistent incidents of minor misconduct:
 - Continually arriving late;
 - Absence that is not notified and has not been agreed beforehand;
 - Inability to perform their role consistently
- Incidents of gross misconduct including:
 - Theft;
 - Physical violence or aggression towards staff, other volunteers, members of the public;

- Gross negligence.
- Behaving against the Code of Conduct
- Actions or comments made by the volunteer which are deemed by the Overseers to represent a significant defamatory or reputational risk to the church;

4.3 On request, the Overseers will provide a basic factual reference for all volunteers.

4.4 Character references may be provided under certain circumstances and will be factual.