



GlenwoodChurch

VolunteeringPolicy

May 2022

1. Introduction

Volunteering is the commitment of time, expertise, skills and energy for the benefit of society and the local community. It is undertaken freely and by choice without concern for financial gain.

Glenwood Church believes in the value of voluntary activity as an important expression of citizenship and service, an essential component of a free and democratic society and an aid to mental wellbeing and fulfilment for the volunteer. Glenwood Church takes responsibility for ensuring that volunteers within the community are supported, trained, appropriately involved, valued for their contribution.

2. Purpose

The purpose of this Volunteering Policy is to:

- Formally acknowledge and support the role of volunteers within the Glenwood Faith Community.
- Set out the principles governing the recruitment and involvement of volunteers.
- Provide guidance and direction to ensure good practice in working with volunteers.
- Encourage and enable the contribution of volunteers. (However, there will be instances where volunteer involvement has to be restricted/limited.)

3. Principles governing Volunteering

a) Equal Opportunities

- As an employer and an engager of volunteers Glenwood Church is committed to diversity. The Equal Opportunities Policy will apply to service delivery, recruitment, promotion, training, facilities, procedures and all Terms and Conditions.
- Volunteers will be expected to adhere to the Glenwood Church Equal Opportunities Policy, a copy of which can be found within the Staff Handbook.

b) Recruitment and Selection

- Recruitment of volunteers will be from all sections of the community and a range of backgrounds, those of all faiths or none, and will be in line with Glenwood Church Equal Opportunities Policy.
- The procedure will involve completion of a Volunteer Application Form, an informal interview, and taking up references where required, to confirm the applicant's suitability for the Volunteering role in question.



- In addition, a DBS check (Disclosure and Barring Service) will be required for roles involving any unsupervised contact with children or vulnerable adults.
- All volunteers will be required to sign the Glenwood Church Safeguarding Commitment, which contains the team Code of Conduct.

c) Volunteer Agreement

- Volunteers do not have a legally binding contract of employment and the work is unpaid so they do not have the same rights as an employee/worker.
- A Volunteer is not obligated to undertake work and neither is Glenwood Church obligated to provide work for them.

d) Information and Training

- Volunteers will receive full information about Glenwood Church and its work, and the aims and objectives of the team in which they are placed.
- In addition, the standards expected of the Volunteer's work will be made clear and also in respect of Volunteers' conduct, general behaviour, level of professionalism, dress code etc depending on the nature of their role.
- Volunteers will have a comprehensive Induction and training will be provided in the specific tasks to be undertaken in order to equip them to fulfil their duties.
- Specific training may be necessary such as Food Hygiene, Safeguarding (see k) below.
- Volunteers will be consulted about decisions and changes which affect them.

e) Support and Supervision

- Each Volunteer will be assigned a named Project Lead to be their first point of contact and their Supervisor, who will be responsible for the day to day management and guidance of the Volunteer and who will offer advice, support, training and feedback on a regular basis.
- The Project Lead and other staff as appropriate will ensure that Volunteers feel appreciated and their work recognised.
- They will also aim to ensure that Volunteers are not exposed to any forms of unjustified, discriminatory or inappropriate behaviour, and are treated with respect and in line with Glenwood Church policies.
- An annual review will take place with the Project Lead to give and receive feedback about how the Volunteer is getting on in their role, their performance in the role, what they find satisfying about volunteering and any concerns they may have about the role or the organisation.
- The type and level of support and training provided will depend on the needs of the Volunteer and the nature of their role and will be discussed during Induction.
- Where practicable, there will be regular Volunteer team meetings.



- The Project Lead may provide a reference for paid employment or other voluntary work on request.

f) Problem-Solving

- Glenwood Church recognises that problems do arise and aims to identify and resolve these problems at the earliest stage. Volunteers who have a concern or difficulty of any kind should discuss it in the first instance with their Project Lead.
- In the event of an unresolved problem, the Volunteer will be offered an opportunity to discuss the issues in accordance with the procedures used in Glenwood Church for settling differences.

g) Confidentiality

- Volunteers will be bound by the same confidentiality conditions as Glenwood Church paid staff and must sign the Confidentiality Statement.
- Relevant training on Data Protection, GDPR and confidentiality will be provided.

h) Expenses

- Glenwood Church provides a clear and accessible system to enable volunteers to claim out-of-pocket expenses necessarily incurred in the course of their agreed volunteering duties.
- The Glenwood Church Expenses Claim Form should be used and it should be supported by receipts wherever possible.
- Such expenses must always be agreed in advance with their Project Lead and will be dealt with on a case by case basis.
- Volunteers will not receive any remuneration, 'benefits in kind' or promises of future paid employment.
- As the only money a Volunteer will receive from Glenwood Church will be to cover expenses it should not affect any Benefits being claimed.

i) Insurance

- Volunteers will be adequately covered by insurance while carrying out agreed duties within the Glenwood Faith Community.
- If driving is part of the Volunteer's role, they must check with their car insurance provider that this activity is permitted with no additional premium and must have a clean and valid driving licence.

j) Health and Safety

- All volunteers are covered by the same Health and Safety policies and provisions as paid staff and must also adhere to these rules and regulations in respect of themselves and others.



- Volunteers must take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions and to cooperate with Glenwood Church to enable its legal obligations to be met.

k) Safeguarding

- A DBS check (Disclosure and Barring Service) will have been carried out for roles involving any unsupervised contact with children or vulnerable adults, as part of the Recruitment procedure.
- Safeguarding training must be regularly completed by all team members.

l) Expectations of Volunteers

- Glenwood Church expects volunteers to:
 - Participate in the Induction programme
 - Agree to support the vision, purpose, aims, values and ethos of the organisation
 - Act in accordance with existing Glenwood Church Policies and Procedures and the Law
 - Comply with IT Security
 - Perform their duties to the best of their ability
 - Report to their Project Lead on their volunteering activities
 - Accept instruction, training and guidance, and attend meetings where practicable
 - Undertake voluntary work on the agreed days/dates and at agreed times
 - Notify their Project Lead if unable to attend as soon as possible in advance, giving reasonable notice so that other arrangements can be made.
 - To inform their Project Lead should they intend to cease the volunteering activity within the Glenwood Faith Community, giving as much notice as possible.
 - Raise any issues of concern or difficulties relating to their voluntary work with their Project Lead.
 - Comply with the standards of behaviour expected by Glenwood Church including core values of honesty and integrity, compassion and empathy, team work and reliability, open hearts and minds, and treating others with respect and dignity, kindness and hospitality.

m) Interface with Paid Staff

- Glenwood Church is committed to ensuring that the work of volunteers complements the work of paid staff, and that it will not be used as a substitute for paid work.



- Steps will be taken to ensure that staff at all levels are clear about the roles of volunteers and to foster good working relationships between staff and volunteers.
- Volunteers will work in partnership with staff and are considered to be a valued part of the relevant team. Where possible/appropriate, Volunteers will be consulted on, and encouraged to contribute to, the wider aspects of projects, review of past organisational performance, planning future direction and decision-making.
- There will be some levels of responsibility that would not be appropriate for a Volunteer, and the Project Lead will make these decisions.
- Glenwood Church recognises the need for training for all those working alongside and managing volunteers. The supervision of Volunteers will be included in the Job Descriptions of all appropriate staff.
- The Leadership Team has the designated overall accountability for Volunteers within Glenwood Church, their recruitment, the coordination of their activities and the implementation of this Policy with accompanying Appendices.

n) Costs

- Glenwood Church will endeavour to identify and cover the costs of involving volunteers

o) Monitoring and Evaluation

Glenwood Church will systemically monitor, evaluate and periodically review its involvement of Volunteers with reference to this Volunteer Policy.

4. Annual Policy Review

Next review date in the admin calendar - see notebook in the meantime for on going amendments.



AGREED & SIGNED

Adoption of policy by Glenwood Team

As a member of the Glenwood Faith Community responsible for Volunteers (leadership, trust, and project leads) I agree to the commitment outlined in this policy and to implementing the practical guidelines.

Name	Position	Date	Signature
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