



Volunteer Policy

Authorised :

Signed : _____

Date : _____

Name : _____

Date : 14/09/2020

Version : 1.1

Bethel Baptist Church Pontyclun. Registered Charity No. 1134706
Bethel Baptist Church is committed to protecting data privacy and will process your personal data in accordance with current data legislation. Your data will only be used for purposes relating directly to your volunteering activity. It will only be seen by personnel responsible for your volunteering. It will not be sold or passed to any other organisation.
A full data privacy statement for volunteers is available on request.

Position : _____



Contents

Policy Statement

Appendices

- 1 Volunteer Application Form
- 2 Volunteer Induction Planning
- 3 Volunteer Training Checklist
- 4 Volunteer Night Shelter Role
- 5 Volunteer Contract
- 6 Volunteer Confidentiality Agreement



Volunteer Policy Statement

Bethel Baptist Church is a local Church located in Pontyclun, Rhondda Cynon Taf.

To deliver its Ministries amongst Church members, attendees and into the wider community the Church employs a full time Senior Pastor, an Associate Pastor, a part Time Youth Pastor and part time Children's Pastor.

Full time staff will have been appointed by way of application, interview and the verification of educational qualifications together with relevant experience of working in previous Church environments. Employment will be accompanied by suitably designed and mutually agreed contracts.

However to complete the delivery of its Ministries the Church relies on the help of volunteer workers, mainly from within the Church. Formal contracts of employment will not apply to volunteers.

The purpose of this policy document is therefore to offer some guidelines into the identification, selection and appointment of voluntary personnel and to suggest a more standardised approach to each stage.

Volunteer Application

The application form is the primary source for gathering personal information for the volunteer applicant. It is an opportunity for the Applicant to display the breadth of their experience and for the Church to initially assess the suitability of the applicant for a volunteer role.

Each application will be processed in confidence by a combination of the Trustees and relevant Head of Ministry.

The process of appointment may involve a form of interview or practical demonstration of relevant skills. Each volunteer will be required to submit for an Enhanced Disclosure and Barring Service criminal record check, the Church will assist with this procedure.

See **Appendix 1** for a sample Application Form.

Induction Planning

Following successful appointment the volunteer will be given suitable induction training, normally involving the Head of Ministry.

Date : 14/09/2020

Version : 1.1

Bethel Baptist Church Pontyclun. Registered Charity No. 1134706

Bethel Baptist Church is committed to protecting data privacy and will process your personal data in accordance with current data legislation. Your data will only be used for purposes relating directly to your volunteering activity. It will only be seen by personnel responsible for your volunteering. It will not be sold or passed to any other organisation.

A full data privacy statement for volunteers is available on request.

Volunteer Policy

Although not always a formal process the induction training may take place over an agreed period of time and may vary according to the differing requirements of the various Ministries.

It is envisaged that this period will be used as an opportunity for both the appointee and the Church to assess the complete suitability to the volunteer role and will offer the opportunity to withdraw should there be an identified incompatibility.

See **Appendix 2** Volunteer induction planning and checklist..

Training

Basic training for each volunteer role will be necessary and will be conducted for each volunteer as early as possible following appointment.

The diversity of Ministries and their volunteer roles may require some formal training to be undertaken e.g. Food Hygiene. Where this is identified as a necessity the Church will seek to fund any formal training costs and will require the completion of such training by the individual in order to continue in the volunteer role.

From time to time internal training conducted within the Church may be required, this may be purely Ministry related or be generally applicable across the Church.

Training records will be maintained for each individual.

See **Appendix 3** Training checklist

Night Shelter roles

The Church seeks to provide a Night Shelter facility for people who are in a 'Homeless' situation.

The volunteer roles that exist within this Ministry can be somewhat different to those that may exist across the wider Church and may therefore require some specific skills and experience.

See **Appendix 4** Night Shelter Role

Volunteer Contract

As part of the Volunteer appointment process the volunteer will agree to serve in a specified Ministry capacity for an agreed period of time.

In order to formalise this agreement process the Volunteer will be asked to sign a Volunteer Contract which will also be counter signed by their Head Of Ministry.

In signing the contract the volunteer acknowledges their commitment to the Ministry, to the Church and to maintaining and upholding the principles and confidentiality of the Church.

See **Appendix 5** Volunteer Contract..

Volunteer Policy

Confidentiality Agreement

Needless to say any volunteer role will necessitate contact with people of all ages, their personal situations and circumstances. All associated information will be treated in confidence and with caution.

Each volunteer is responsible for maintaining all information securely and confidentially unless specifically required to disclose to third parties such as Safeguarding Officers or external to the Church e.g. the Police. Under these circumstances the volunteer will be supported in any discussions by the relevant Head of Ministry and / or Trustee.

If the Volunteer is in any doubt concerning disclosure they will consult with their Head of Ministry in the first instance.

See **Appendix 6** Volunteer Confidentiality Agreement

Volunteer Discipline and Grievance

Volunteer workers will be acting on behalf of the Church in their capacity as a Ministry volunteer and as such be expected to adhere to the same Church principles that apply to employed personnel.

In the event of a breach of these principles the Church will seek to address the breach with the volunteer, initially on an informal basis. When the volunteer is deemed responsible for repeated breaches the Church may need to respond differently and where necessary will seek to pursue further discussion or relevant training to attempt to achieve a resolution.

The Church operates a formal Disciplinary and Grievance procedure and if necessary and appropriate will invoke those processes.

For further detail relating to the Disciplinary and Grievance procedures please refer to the Employee Handbook.



Volunteer Application Form

Thank you for your offer to help with Bethel Baptist Church, Pontyclun. In order for us to process your application please would you answer the following questions:

(If you have any questions about your application or would like help completing it please contact the ministry coordinator)

Title:

Full Name:

Address:

Postcode:

Tel No:

Email:

Date of Birth:

References *(not family members please)*

Referee 1

Name:

Daytime tel. number or email address:

Relationship to you:

Referee 2

Name:

Daytime tel. number or email address:

Relationship to you:

Next of Kin:

Name:

Tel No:

Relationship:

Contact in case of emergency (if different)

Name:

Tel No:

Relationship:

I would be interested in helping regularly in the following area(s):

- | | |
|--|---|
| <input type="checkbox"/> Foodbank | <input type="checkbox"/> Childrens Work |
| <input type="checkbox"/> Night Shelter | <input type="checkbox"/> Administration |
| <input type="checkbox"/> Coffee Shop | <input type="checkbox"/> Sound and AV |
| <input type="checkbox"/> Welcome Team | <input type="checkbox"/> Other |
| <input type="checkbox"/> Specialist skills (please specify): | |

I am available for: *(please tick and circle as appropriate)*

Date : 14/09/2020

Version : 1.1

Bethel Baptist Church Pontyclun. Registered Charity No. 1134706

Bethel Baptist Church is committed to protecting data privacy and will process your personal data in accordance with current data legislation. Your data will only be used for purposes relating directly to your volunteering activity. It will only be seen by personnel responsible for your volunteering. It will not be sold or passed to any other organisation.

A full data privacy statement for volunteers is available on request.

Volunteer Policy

- One off events
- 1-4 hours a week **AM / PM** on: **Mon / Tues / Wed / Thurs / Fri / Sat**
- Full Day(s) on: **Mon / Tues / Wed / Thurs / Fri / Sat**
- Other:

Do you have a clean driving licence? (not necessary for all roles) Yes No

Do you have any health problems that we should be aware of? Yes No

If yes, please give details:

Please tell us your previous work experience or qualifications:

Would you be willing to for us to submit for a DBS criminal record check, if required? Yes No

Do you have any criminal convictions (except those 'spent' under the Rehabilitation of Offenders Act 1974)? (NB: this does not necessarily prevent you from volunteering) Yes No

If yes, please give details:

Please state your reasons for volunteering:

Please give us any information you think may be useful to us:

How did you hear about volunteering at Bethel Baptist Church?

Data protection: Bethel Baptist Church will hold your details on file but will not release them to a third party.

Date : 14/09/2020

Version : 1.1

Bethel Baptist Church Pontyclun. Registered Charity No. 1134706

Bethel Baptist Church is committed to protecting data privacy and will process your personal data in accordance with current data legislation. Your data will only be used for purposes relating directly to your volunteering activity. It will only be seen by personnel responsible for your volunteering. It will not be sold or passed to any other organisation.

A full data privacy statement for volunteers is available on request.

Volunteer Policy

I confirm that the above information is complete and correct. I consent to the processing of this data in the consideration of my application and during the course of my volunteering, if applicable.

Signature:

Date:

Signature of parent/guardian if applicant is under 18:

Date:

Please return completed form to your ministry coordinator.

Thank you!



Volunteer induction planning and checklist

Every volunteer who starts a role at Bethel Baptist Church should be welcomed into the church and given all of the information they need to carry out their role in a safe and supported way.

After the volunteer has completed an application form, attended an interview and you have received references then you can take the following steps to begin the induction process.

Assessing individual risk

If during the volunteer application or interview process the volunteer has identified any extra support needs, health concerns or if they have a criminal conviction. There may be extra steps you need to take to ensure the new volunteer and any staff, volunteers and people visiting the church are kept safe.

Take a look at the risk assessment for the role and if the needs of the new volunteer would increase the likelihood or severity of a risk occurring. If yes, are there any extra measures that could be put in place to help control the risk?

Extra measures could include; collecting references, DBS checks, training, limiting the scope of the role, assigning a buddy, extra PPE and regulating volunteer tasks – if machinery or working at height is involved and limiting lone working.

Once you are happy that any risk has been reduced to a minimal level you can proceed with the rest of the volunteer induction.

Actions:

Please tick the boxes to indicate when an action is complete

- Application form received
- Interview completed
- Role description supplied
- Introduced to Project Manager/Supervisor
- Buddy arranged (tick if appropriate) Name of buddy:

Volunteer Policy

- Taster day completed
- Agreed start date, time & location On hold Other _____
- Statutory training completed
- volunteer agreement signed
- Volunteer handbook supplied
- Confidentiality agreement signed
- Photograph permission form signed
- DBS check (if required)

Once started:

- Induction & welcome on first day
- 1st week check OK
- 1st month review



Training Checklist

Hygiene

Toilets and hand-washing facilities are provided. Volunteers must:

- wash hands before commencing their Church activity
- wash hands after using the toilet
- cover cuts and burns with a first-aid dressing

not report for volunteering if suffering from a contagious disease or illness **Volunteer Name:**

Your supervisor will advise prospective volunteers of health and safety requirements and any hazards associated with their role.

Boxes should be ticked once topic has been covered with prospective volunteer.

Role Specific Training

Prospective volunteers must be given a specific training appropriate to their role

-

Fire safety, alarm and emergency evacuation

In the event of a fire, volunteers must proceed to the fire assembly point. Volunteers are expected to familiarise themselves with the location of the fire assembly point and with fire exits.

First aid & Accidents

Volunteers are expected to familiarise themselves with the location of first aid boxes. All accidents, however minor, must be reported to the head of ministry or centre manager, and the details recorded in the accident book.

Confidentiality & data protection

All volunteers must respect the confidentiality of guests, service users, clients and members of public.

Absence procedure

Volunteers unable to attend any of their pre-arranged volunteering commitments with us (for whatever reason) should notify the head of ministry before the beginning of their shift.

Date : 14/09/2020

Version : 1.1

Bethel Baptist Church Pontyclun. Registered Charity No. 1134706

Bethel Baptist Church is committed to protecting data privacy and will process your personal data in accordance with current data legislation. Your data will only be used for purposes relating directly to your volunteering activity. It will only be seen by personnel responsible for your volunteering. It will not be sold or passed to any other organisation.

A full data privacy statement for volunteers is available on request.

Volunteer Policy

Health and safety and manual handling

Volunteers are expected to familiarise themselves with the location and contents of health and safety notices.

Please do not work at height until you have been shown how to safely do so and never lift or move anything heavy which you are not confident or able to do. When lifting and carrying heavy objects volunteers should remember to bend their knees and keep their back straight and should ask for assistance when required. Please refer to guidelines provided.

Equal Opportunities

Volunteers are expected to follow the equal opportunities policy.

Safeguarding

Volunteers are expected to be familiar with and comply with the requirements of the safeguarding policy.

I, _____ (PRINT NAME), confirm that the Bethel Baptist Church policies and guidelines have been explained to me.

Signed: _____

Date: ____ / ____ / ____



Night Shelter Role

Role: Night Shelter Team Volunteer

Where: *enter details here*

When: *enter details here*

Time commitment: *enter details here*

Main contact: *enter details here*

Overview of the role:

This role involves overseeing each element of the food bank project including; distribution centres, warehouse, donations, fundraising, communications and signposting. A key part is the management of a team of volunteers to support each function.

Key tasks

- Manage and run the foodbank in conjunction with the trustees
- Ensure that all processes and procedures in the Trussell Trust foodbank operating manual are being followed
- Ensure that the foodbank meets health and safety/environmental health standards in all its locations
- Ensure that local data is entered onto the online data collection system
- Organise and facilitate volunteer training
- Communicate with journalists and promote the foodbank service and Trussell Trust in a positive way

Other responsibilities, along with a team of volunteers, include:

- Organise and run food collections (with supermarket co-ordinator)

Date : 14/09/2020

Version : 1.1

Bethel Baptist Church Pontyclun. Registered Charity No. 1134706

Bethel Baptist Church is committed to protecting data privacy and will process your personal data in accordance with current data legislation. Your data will only be used for purposes relating directly to your volunteering activity. It will only be seen by personnel responsible for your volunteering. It will not be sold or passed to any other organisation.

A full data privacy statement for volunteers is available on request.

Volunteer Policy

- Oversee day-to-day running of warehouse (with warehouse manager)
- Organise re-supply of food stocks to foodbank centre(s)
- Manage all foodbank volunteers (ensuring adequate training & support) and oversee volunteer timetable to ensure best use of volunteers
- Liaise with clients, referral agencies, funders, and donors to grow the project, raise awareness and funds, and resolve any issues that may arise
- Produce monthly project reports for the trustees, or as required by funding bodies
- Bring to the attention of the trustees any concerns about the running of the project or its future sustainability

About you

- Strong team player
- Excellent communication skills
- Empathetic
- Has an eye for detail
- Organised and self-motivated

Benefits of volunteering

- Using your existing skills to make a difference
- Meet new people who share your passion to eradicate poverty in the community
- Make a real difference to the running of your food bank

Impact of your role

- Providing a vital support function in your local community
- Helping to ensure a dignified experience to anyone visiting a food bank
- Signposting people for further support which can help lift them from poverty

Support

You will be given all the required training and support before starting your role.

You will have a main contact throughout your time volunteering. Your main contact will be *Enter name here*

How to apply

For more information please contact (details here) or fill in our application form (add hyperlink here)



Volunteer Contract

Appointment of to serve in the role of within the
..... Ministry for the period of to

I agree to serve as a volunteer as stated above, to abide by the principles of Bethel Baptist Church and to uphold the Ministry in which I will serve.

I will seek to work conscientiously and will adhere to the requests made of me to protect confidentiality.

Volunteer

Signed : Name

Head of Ministry

Signed : Name



Volunteer Confidentiality Agreement

As a volunteer for Bethel Baptist Church, you may have access to (or may learn of) information of a confidential nature including personal, volunteer, donor and/or client details.

When someone gives us any confidential information, they need to be sure that we will not pass this on to anyone else without their prior permission.

The only exception to this is if you have been party to any information which raises a concern to you, such as a safeguarding matter. In this case, you will be expected to share this with the nominated safeguarding person for the church.

Confidential information includes (but is not limited to) names and addresses, food bank vouchers, client or guest information, data system entries, spoken words and presentations, printed documents, loose notes, diaries, memoranda, drawings, photographs, electronic, magnetic and optical storage, and computer printouts.

Confidentiality Statement

I understand that while volunteering with Bethel Baptist Church I may come across information that is confidential. I agree that I will never disclose such confidential information to anyone outside of the project, subject to the exception outlined above.

I understand breaches of this agreement could result in termination of volunteering with the church.

Signed Date

Name.....

Date : 14/09/2020

Version : 1.1

Bethel Baptist Church Pontyclun. Registered Charity No. 1134706

Bethel Baptist Church is committed to protecting data privacy and will process your personal data in accordance with current data legislation. Your data will only be used for purposes relating directly to your volunteering activity. It will only be seen by personnel responsible for your volunteering. It will not be sold or passed to any other organisation.

A full data privacy statement for volunteers is available on request.