



Volunteer Policy

1 Introduction, definitions and scope

This policy is written for DBF line managers. This policy and the Appendices 1-3 and 5 should be given to volunteers.

- 1.1 A volunteer is defined as "An individual who gives some time, freely and by choice, without pay, for the benefit of others in the community".
- 1.2 The Diocesan Board of Finance (DBF) recognises that volunteers play an essential role in delivering our objectives. They benefit the charity through reinforcing its mission and purpose and by providing a wider range of relevant skills and perspectives. The DBF wishes to ensure that in return for their time, volunteers receive a fulfilling experience.
- 2 Responsibility for volunteers rests with the relevant manager. For the purpose of this document, the manager is referred to as the "Volunteer Co-ordinator" (VC), recognising that in some cases, a volunteer is a committee member and does not therefore report to the manager. The role of the HR Administrator is to support and advise volunteer co-ordinators and hold key information.
 - 2.1 This document aims to provide volunteer co-ordinators (VC) with a framework for working with volunteers, understanding that the DBF works with many different types of volunteers. The document sets out the principles of engagement with volunteers – from discernment and recruitment to training and support.
 - 2.2 This policy does not apply to:
 - Any minister who is licenced to a parish or benefice or other area. A minister with dual roles, one of which is a volunteer of the DBF will be covered by this policy when undertaking this activity; or
 - Volunteers used by the Bishop's Office, such as MDR Reviewers; or
 - PCC activities.
 - 2.3 There are two main categories of volunteer – trustees/committee members and other volunteers. The former are covered in section 4. The rest of the document applies to all other volunteers. Key processes are highlighted in bold, the rest is good practice.

3 Principles

- 3.1 The DBF believes volunteers should:
 - Have a clearly defined role and know what is expected of them;
 - Know their rights and responsibilities including working safely and with insurance cover;
 - Be shown appreciation;

- Be free from discrimination;
- Be invited to participate in our strategic development where appropriate;
- Where relevant, be given structured support and supervision;
- Be able to request opportunities for relevant development.

3.2 In return the DBF anticipates that volunteers will:

- Understand our vision and aims and contribute to their delivery when volunteering or talking about our work;
- Carry out tasks in a way that reflects our aims and values;
- Be reliable and commit to the role;
- Be honest and respect confidentiality;
- Make the most of training opportunities offered;
- Where relevant, engage in supervision meetings;
- Give feedback when appropriate.

4 Trustees and committee members

Current committees and by whom supported:

Bishop's Council (incorporating the Diocesan Board of Finance and Diocesan Mission and Pastoral Committee)	Diocesan Secretary
Diocesan Board of Education (DBE)	Director of Education
Finance & Investment Committee	Finance Director
Governance Committee	Diocesan Secretary
Parsonage Committee	Head of Property
Diocesan Board of Patronage	DAC Secretary
DAC for the care of Church Buildings	DAC Secretary
Diocesan Safeguarding Advisory Committee	Safeguarding Manager
(Vacancy in See not included because dormant)	

Section	Requirements
Generally	Trustees and committee members are supported by a director/ manager of the DBF who is responsible for ensuring the actions below are carried out and remain up-to-date.
Recruitment	Trustees and committee members are either elected, nominated, co-opted or appointed for a defined term. These committees have terms of reference.

Section	Requirements
	Trustees are required to abide by the Trustee Handbook and trustees of the DBF have signed up to a Code of Conduct, as have DBE members It is the responsibility of the line manager to check with the Safeguarding Team whether a DBS check is required. It is the responsibility of the DBF director or manager to ensure that up-to-date contact details are held for trustees or committee members.
Induction	Inductions are required and should be tailored to the needs of the committee – most could be relevant e.g. policy knowledge, training & development. Inductions may include: • Explanation of the DBF's insurance cover with regard to a volunteer role; • The requirement of confidentiality; and • Health and Safety as defined by the H&S policy and risk assessments • Other policies as relevant such as social media and expenses. • At a minimum, Basic Safeguarding training. DSA will advise further
Expenses	In most cases, the policy and the claim form will be relevant to members – please ensure members have the up-to-date information. Full details relating to expenses can be found in the DBF Expenses policy.

FOR ALL NON-COMMITTEE VOLUNTARY GROUPS:

Volunteer Group	Responsible Manager
Safeguarding trainers	Safeguarding Manager
M&M related roles e.g. disability, environmental advisors, World Mission Group (WMG)	Director of Ministry and Mission
Synod working groups	Director of Communications
Lightwave group leader	GiG in the Countryside Project manager
Lightwave group team and coach	GiG in the Countryside project manager
Rural Resource Churches	GiG in the Countryside project manager
DAC sub-group	DAC secretary
Diocesan Communications Group	Communications Manager

5 Recruitment – the responsibility of the Volunteer Co-ordinator

- 5.1 The VC is responsible for assessing the suitability of new volunteers. The VC will:
- Explore the potential volunteer's background, what they feel they have to offer and what they hope to gain from the experience;
 - Assess, based on individual circumstances, the applicant's knowledge of the service, contractual and regulatory requirements and seek a reference;
 - Assess suitability for the role and be prepared to explain why not suitable, if not.
- 5.2 Subject to a satisfactory outcome of the informal discussion, the VC will, if appropriate, apply for one reference, and if relevant to the role, a DBS check to be carried out. These documents will be treated as confidential and stored in the HR Office. The VC is responsible for contacting the successful volunteer. If the VC receives an unsatisfactory reference or a reference which is ambiguous, he/she should discuss the outcome with the HR Administrator and take the HR Administrator's advice (advice maybe sought from the HR Consultant).
- 5.3 **The VC must ensure that the HR administrator is provided with a role description (if applicable), a signed copy of the volunteer agreement, the written reference and emergency contact details.**

6 Induction

- 6.1 **All volunteers should have a planned induction, planned by the VC (staff induction handbook could be useful guideline).**
- 6.2 The induction should include:
- **An introduction** to other relevant staff and volunteers;
 - **Where applicable, a tour of all sites** in which they will be volunteering and location of toilets, kitchen facilities etc;
 - The health and safety advice and checklist (appendix)
 - If relevant, information about **expenses** and the procedure for claiming them (see section 7).
 - Information on any relevant **training and development** opportunities;
 - **A meeting with the VC** to go through their appointed volunteer role description and to sign the volunteer agreement. Please note that this explicitly covers confidentiality; Completion of a personal details form providing emergency contact details. A copy will be held by the HR Administrator in accordance with the DBF's General Data Protection Regulations Policy. The relevant privacy notice is available on request.
- 6.3 **Safeguarding.** The DBF recognises that it has a duty of care with regard to the welfare of children and vulnerable adults. We will do everything we can to provide a safe and caring environment. All volunteers must adhere to the Diocesan Safeguarding Policies and Procedures, minimise any risk and

report concerns immediately. All volunteers are asked to undertake the Basic Safeguarding training as a minimum – the Diocesan Safeguarding Adviser will advise further on an individual basis.

- 6.4 As the information given during the induction may be a lot to remember, the VC should give the volunteer sufficient time and opportunity to review this information.

7 **Expenses**

- 7.1 Depending on the role, and in line with the role description, volunteers will be reimbursed for necessarily incurred and reasonable out of pocket expenses. These must be agreed in advance with the VC.
- 7.2 Full details relating to expenses can be found in the DBF Expenses Policy.

8 **Ongoing Management**

- 8.1 **The VC should ensure that there is appropriate oversight of the volunteer's work**
- 8.2 **All volunteer roles must be reviewed from time to time by the VC.**
- 8.3 The DBF is committed to addressing any issues in performance, behaviour or attitude . Should any problems arise, the process outlined in Appendix 4 should be followed.
- 8.4 In the unlikely event that a **complaint** is raised about a volunteer, this will be dealt with under the **Grievance Procedure** if by a DBF employee or the **Complaints procedure** if from an external source). See Appendix 4 for How to Manage Volunteer Performance.
- 8.5 The DBF has a general duty of care in relation to its volunteers so as a matter of good practice the Office Manager will arrange annual H&S briefings and any other necessary briefings as required, to which volunteers are invited to ensure ongoing understanding of the implementation of our H&S policy. **VCs must ensure that H&S information is conveyed to their volunteers if volunteers are not present.**

9 **Absence**

- 9.1 Volunteer coordinators must ensure that a role description includes, if relevant:
- Whether a volunteer must inform the VC beforehand if they are going to be away and to ring in when unwell.
 - Whether duties are needed on a regular, scheduled and punctual basis and if so, the request that a volunteer gives the VC as much notice as possible of known unavailability so that there is time to make alternative arrangements.

- 9.2 In the unlikely event that absence becomes an ongoing issue, the VC should review the volunteer's role.

10 **Taking a break / Ending the agreement**

- 10.1 Whether or not a role has a finite end, the DBF understands that volunteers may need to take a break. If a volunteer wishes to return to their role after an extended period of leave, this will normally be treated as a new arrangement. The VC will arrange a meeting to restart the process and to identify training or support needs. The volunteer may need to revisit the induction process.
- 10.2 Volunteers are free to end their agreement without obligation. The DBF requests that the volunteer gives as much notice as possible and take part in an exit interview to assist evaluation and review of the role.

11 **Insurance**

- 11.1 The DBF covers volunteer activity in diocesan offices through its Public Liability insurance. PCC insurance covers volunteer activity in churches.

12 **Confidentiality**

- 12.1 Volunteers may be party to confidential information. This information must remain confidential and must not be divulged to a third party. By signing the volunteer agreement, the volunteer is agreeing to confidentiality. Full details can be found in the General Data Protection Regulations Policy.

Date Approved:	March 2021
Approving Committee:	Governance Committee
Version:	HR1 New Policy (v8)
Review Committee:	SaLT
Review Date:	March 2024

Appendix 1 Welcome

We hope that volunteering will feel like a two-way partnership and that you get as much personal benefit from volunteering as the Diocese will from the hours you put in.

You'll have been chosen for a role in the team, but also for your flexibility should new opportunities arise. Although volunteers join us with a great range of experience, we are always keen to offer you the chance to develop new skills too.

Our relationship with you should be based on trust, mutual understanding and a common goal. Although there is no formal contract in place, we do have certain expectations that are discussed in this pack. Whatever you choose to do as a volunteer you can be certain that you're making a huge contribution to our work. It's not just your time that you're giving – it's your skills, experience and enthusiasm. We hope that you'll gain just as much from your involvement with us.

You can find information about the Diocese on our website at www.cofesuffolk.org Our values are:

- **Respect (Considerate of each other – listen – respond – challenge & be challenged)**
- **Transparency (Act with grace, honesty and integrity – accountable for our actions and inactions)**
- **Quality (Deliver consistently high standards – innovative and professional to achieve goals)**
- **Well-being (Create a fulfilling and inclusive work environment)**

Your gift of time is invaluable. In return, you can expect:

- A meaningful activity to do, that is described in a role
- An induction and relevant training that helps you to do your role to the best of your ability
- Reimbursement of any pre-agreed expenses you incur as a result of volunteering
- To be valued as a member of the team
- A named contact who you can approach with any questions and/or for support
- Not to be discriminated against because of your age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex or sexual orientation
- To be thanked for your contribution
- A safe working environment
- Opportunities to discuss how your volunteer role is going and a clear approach to follow when things aren't going so well
- To be insured while you are undertaking your volunteering role.

We expect that as a volunteer you will:

- Respect our values
- Raise any issues or concerns as quickly as possible with your manager.
- Give us as much notice as possible if you aren't going to be available for any reason.

Appendix 2 (this template may not be changed)

Volunteer Agreement (2020)

Volunteers are an important and valued part of the life and mission of the Diocesan Board of Finance (DBF). We hope that your volunteering experience as part of our team is enjoyable and rewarding.

The DBF appreciates and is grateful to you for volunteering and giving your time, skill and enthusiasm.

This Volunteer Agreement describes the arrangement between the DBF and you and what we can expect from each other.

Volunteers must be sympathetic with the aims and ethos of the Church of England and the mission of the Diocese of St Edmundsbury and Ipswich.

Volunteer Agreement between **The Diocesan Board of Finance (DBF)**

and _____ ("you")

Acknowledgement:

I acknowledge receipt of this policy and appendices 1, 2, 3 and 5, this agreement and the health and safety advice and checklist and agree to provide voluntary services and to comply with all relevant DBF policies and procedures and standards required of me in the course of carrying out my volunteering role.

I agree to maintain the confidential information of the DBF and its personnel and visitors.

I acknowledge that the DBF has a legitimate interest in holding my personal details so that I can fulfil my voluntary role and in the event of an emergency e.g. event cancellation. (A privacy notice for Employees, Volunteers and other Workers is available on request).

For the avoidance of doubt, this agreement is binding in honour only. It is not intended to be a legally binding contract and is not intended to give rise to a relationship of employer and employee and may be cancelled at any time at the discretion of either party.

Signed by Manager
for and on behalf of

THE DIOCESAN BOARD OF FINANCE

.....

Date:

Signed by the **VOLUNTEER**

.....

Date:

Please return this form to HR Administrator for filing.

Appendix 3

Volunteer Health and Safety Advice and Checklist

The Church of England in Suffolk totally relies on volunteers in all areas of its work - whether you are a member of a PCC, a churchwarden, a self-supporting minister or a member of a diocesan board or committee.

As a member of a diocesan board or committee, the diocese is responsible for your health and safety while you're conducting diocesan business. It will do all it can to protect you from risks by:

1. Identifying and measuring significant risks you may face when undertaking your role;
2. Avoiding such risks when at all possible;
3. Minimising risk if avoidance is impractical;
4. Creating safe workplaces;
5. Providing all necessary information and training;

The secretary of your board or committee is your primary point of contact and you should not hesitate in contacting them should you have the slightest health and safety concern.

Travel

You may have to drive to a venue for a meeting. You should not be out of pocket in your role as a volunteer and the diocese will reimburse you your expenses. Please retain all receipts and make a claim within one month of the expenditure being incurred. A standard expenses claim form is included with this policy. If you drive, the diocese will reimburse you on a pence per mile basis. If you're only using your car to get from your home to your place of volunteering, you do not have to have 'business' cover on your policy. However, if you are using your car for diocesan business you must have 'business' cover and most insurers will provide this free of charge if they know it is for volunteering purposes.

Working at height

Volunteers who perform working at height activities such as using ladders, MEWPS, scaffold or harnesses must ensure that the equipment is inspected prior to use. Any noted defects or issues should be reported as a hazard, the equipment not used and clearly marked as "NOT IN USE".

Working at height areas shall be cordoned off and signs used to prevent passers by entering the area and being struck by falling objects.

Suitable footwear must be worn when using working at height equipment – such as work safety boots or shoes.

When using ladders, remember:

- Keep 3 points of contact on the ladder at any one time
- Don't over-reach or overload the ladder
- Ensure the ladder is not on broken, uneven or slippery surfaces
- Don't rest a ladder against windows or guttering
- Face the work
- Use utility belts or sashes to carry equipment up a load
- 1 ladder is for 1 person only
- Avoid working at height in adverse weather conditions such as wind, ice, rain or snow

Confined spaces

This too is unlikely to affect many volunteers but you should never enter a confined space without someone else being present on the outside equipped with a mobile phone. Again, if you notice a hazard while at a venue you should bring this to the attention of those responsible for the building and follow it up in writing afterwards.

Location

In the unlikely event you will need to call for help it is important you describe your location accurately. Increasingly What3Words.com is used by emergency and other services to home in on a 3metre square of land. You are encouraged to record your location using this format to guide assistance should it be required.

Appendix 4

Managing Volunteer Performance – for Volunteer Coordinators

- 1 Volunteers are not employees and if there are issues about the way in which the volunteer is carrying out their role, it is the responsibility of the volunteer co-ordinator to address these. Having a clear process to review a volunteer's progress assists and supports both volunteer and the organisation. HR will support and advise a volunteer co-ordinator should that be requested or needed.
- 2 The volunteer co-ordinator will act fairly and reasonably and in a timely way in addressing any concerns, for example through training or support.
- 3 The volunteer co-ordinator will discuss concerns with the volunteer in person with a view to resolving them or reaching agreement on whether the arrangement will continue.

Appendix 5

Emergency Contact Details

Please provide the following details of people to be contacted in an emergency:

Contact 1

Name: _____

Relationship: _____

Address: _____

Telephone Number: _____

Mobile Number: _____

Contact 2

Name: _____

Relationship: _____

Address: _____

Telephone Number: _____

Mobile Number: _____