

HCC Volunteer Management Policy



Introduction

1. Huntingdonshire Community Church (HCC) is a lively, community-based church committed to loving God and loving people. A major project within HCC, Thrive Youth Work, seeks to improve the lives of young people in the area struggling emotionally, behaviourally and relationally.
2. Volunteers are key to the day-to-day operation of HCC and Thrive Youth Work. This policy sets out our approach to working with volunteers, how we recruit them, look after them and support them in their vital roles working with us. Across HCC congregations at Huntingdon and Fenland, and Thrive Youth Work, we work with around 60-70 volunteers.

Our Commitment to Volunteers

3. Volunteers are an integral part of our work and we value them highly. Although volunteers are not staff, we expect them to adhere to all our policies and procedures, ethos and values. We are here to primarily serve our congregations and young people.
4. We appreciate their commitment to us and will do the best we can to make their volunteering experience with us enjoyable and rewarding.
5. We also will do our best to equip, train and develop volunteers.
6. We will ensure we have adequate insurance and policies in place to cover all volunteers whilst undertaking volunteering approved and authorised by us.
7. We will ensure that all volunteers are treated fairly and with respect and in accordance with our Equality and Diversity Policy; trying to resolve fairly any issues or difficulties they may have whilst they volunteer with us before they become problems. In the event of an unresolved problem, we will offer an opportunity to discuss the issue, in accordance with the relevant policies
8. We will follow-up on any feedback or questions that volunteers may have regarding their involvement as a volunteer.
9. We will reimburse agreed out-of-pocket expenses, following the procedures set out in our Expenses Policy.
10. We recognise endings are as important as beginnings, so we value feedback and will offer an exit interview.
11. We reserve the right to terminate a volunteer's agreement, if it is not working out, in line with our policies.
12. We will protect the volunteer's personal information, in accordance with our Data Protection Policy.
13. We look, where possible, to recognise our team of volunteers at least once a year through a

thankyou event held in the area or in some other way.

Volunteer Recruitment

17. We value all our volunteers and have spent time and care in planning how volunteers will be welcomed, utilised and supported.
18. We have identified staff responsible for volunteers.
19. Our volunteer recruitment process includes (as appropriate) checks such as references and DBS checks, a trial period, an interview, and on signing up, a volunteer agreement. Volunteers working with children or vulnerable adults will always be DBS checked before being permitted to volunteer with us.
20. We do not discriminate in any way in our recruitment process and will make every effort to accommodate needs to enable participation in a fair and equal way. For many of our volunteering positions however, the volunteer will need to be a practising Christian, though this is not the case for Thrive Youth Work.

Volunteer Agreement

21. All volunteers will be expected to sign a Volunteer Agreement. For roles involving significant responsibility for the running of the church or a particular event or ministry, the full agreement in Appendix 1 will be used. For simpler roles, the abbreviated agreement in Appendix 2 will be used.
22. The agreements have been created to avoid misunderstandings and make expectations clear. They, and this policy, outline our intention to treat all volunteers in a fair and consistent way and to help them to understand what to expect from us and what support is available.
23. The agreements will be reviewed every 2 years.
24. The agreements are not intended by the parties to be a legally binding agreement, nor are they intended to create an employment relationship between us, but they set out expectations both of HCC and the volunteer.

Volunteer Induction

25. We are committed to providing volunteers with a full induction and the necessary training required to undertake the volunteer role. Therefore, all volunteers will have an induction process which will, as appropriate to their role, cover the following:

- Our organisation, history and purpose
- Our vision, ethos and values
- The team structure, communications and expectations – explaining the standards we expect, and to encourage and support volunteers to achieve and maintain them
- Support, supervision and care (including reasonable adjustments, specific needs, providing a named person who will be point of contact for support throughout the volunteer experience, details of regular meetings to discuss their volunteering, and any achievements and/or issues)
- Safeguarding – safeguarding volunteers as well as safeguarding others
- The volunteer’s role description
- Other key policies specific to their role, eg confidentiality, lone working, health and safety, complaints, etc.

Volunteer Responsibilities

26. We recognise that volunteering is a two-way process. While we will do our best, we expect volunteers to act responsibly and alert us to any issue they are concerned about, following our policies and procedures.

27. Volunteers have a responsibility to make us aware of any changes that affect their volunteering. Volunteers who fail to complete training, follow procedures or cannot uphold their end of the agreement will be spoken with in accordance with our policies. Their volunteering may be terminated.

Volunteers Leaving

28. We recognise volunteers leave for different reasons. They move on, have a change in circumstances or sadly, are sometimes asked to leave.

29. We have an exit procedure for volunteers leaving for whatever reason to:

- Give them the best possible ending
- Thank them
- Recognise their growth and achievements
- Tie up loose ends such as expenses, returning equipment, keys, etc
- Gain feedback about their experience volunteering with us, and if they want it, give feedback to them.

Appendices:

1. Full Volunteer Agreement
2. Abbreviated Volunteer Agreement

HCC Volunteer Agreement – Full Agreement

Welcome

1. Thank you so much for volunteering with us. We want you to feel welcomed and hope your time with us will be mutually beneficial, enjoyable and rewarding.
2. Huntingdonshire Community Church (HCC) is a lively, community-based church committed to loving God and loving people - as disciples of Jesus Christ we want to live generously within our community, seeking to inspire hope and release potential in lives and communities across Huntingdonshire. This is underpinned by our values: Jesus centred, relationally connected, community focused and life transforming, with a passionate commitment to the work of the Holy Spirit and the Word of God in our lives.

The Purpose of this Agreement

3. We value all our volunteers and have spent time and care in planning how volunteers will be welcomed. This agreement has been created with that in mind, to avoid misunderstandings and make expectations clear. It outlines our intention to treat all volunteers in a fair and consistent way and to help you to understand what to expect from us and what support is available.
4. We appreciate your commitment to us and will do the best we can to make your volunteer experience with us safe, enjoyable and rewarding. To make sure you have the best possible experience we have created this agreement, which sets out our commitment to you and what we hope you can contribute, to ensure that both the rights and responsibilities of our volunteers are clearly understood and respected. It is not a legally binding document and should not be interpreted as such.

Part 1 - To be Completed by The Organisation

5. We, on behalf of HCC, accept the voluntary service of [name of volunteer] beginning [date].
6. We have agreed that you will work [___] hours over/ on [insert days]
7. We have discussed your availability for [inset – supervision /training /events /team meetings] and our expectation that you attend [insert – x training session/social event a year, x team meetings etc.]
8. Your role as a volunteer is [state nature and components of the work]. This work is designed to [state purpose of work in relation to its benefit to the Charity].
9. In addition to this agreement, you will receive key pieces of information, including the role description and our policies and procedures, which will provide important guidelines for your volunteering.
10. We are committed to:
 - Giving you a great experience and supporting you as you volunteer with us.
 - Providing you with a full induction and the necessary training required to undertake the volunteer role – the induction will include the work of the organisation, its staff, and your volunteering role, and other relevant information.
 - Providing appropriate training to undertake your volunteering role, which will benefit you when you put the training into practice within the organisation.
 - Providing a named person who will be your point of contact to support you throughout your volunteer experience, and regular meetings to discuss your volunteering, and any achievements

and/ or issues. This person will meet with you regularly to discuss your volunteering and any associated successes and concerns.

- Explaining the standards we expect, and to encourage and support you to achieve and maintain them.
- Doing our best to help you develop your volunteering role with us.
- Honouring the time commitment you have agreed to, and not to expect more from you unless offered and agreed.
- Being flexible in relation to your volunteering hours, recognising your need for holiday time and other commitments.
- Providing adequate training, in accordance with our Health and Safety Policy, to ensure you know what to do to stay safe.
- Providing adequate insurance to cover all volunteers, whilst undertaking volunteering approved and authorised by us.
- Ensuring that all volunteers are treated fairly and with respect and in accordance with our Equality and Diversity Policy; trying to resolve fairly any issues or difficulties you may have whilst you volunteer with us before they become problems. In the event of an unresolved problem, to offer an opportunity to discuss the issue, in accordance with the relevant policies.
- Protecting your personal information, in accordance with our Privacy information.
- Follow-up on any feedback or questions you may have regarding your involvement as a volunteer
- Reimbursing agreed out-of-pocket expenses

Part 2 - To be completed by the Volunteer

I, [Volunteer name] agree to volunteer with HCC and am committed to the following:

- Performing my volunteering role to the best of my ability.
- Working as agreed in my volunteer role description.
- Follow the organisation's policies, procedures and standards, including those relating to safeguarding, health and safety and equal opportunities, in relation to staff, volunteers and clients.
- Familiarising myself with all the details provided and ask if I am not sure about what to do, to stay safe whilst volunteering.
- Maintaining the confidential information of the organisation its staff, volunteers and clients, and understand my responsibilities in relation to Data Protection.
- Meeting time and other commitments as mutually agreed in discussions regarding hopes and expectations, but when unable to do so to give reasonable notice so that other arrangements can be made.
- Provide references, who may be contacted, and to agree to any DBS or other safeguarding checks, where necessary for the role.
- Returning any loaned equipment when ending my volunteering.
- Completing the ending process and exit interview on leaving volunteering.

Part 3 – Agreed and Completed by Both

This agreement is not intended to be a legally binding contract between us and may be stopped at any time by either party. It will be reviewed after 2 years.

HCC would like to take this opportunity to thank you for committing your time and experience and hope that you have a rewarding and enjoyable time with us.

Volunteer

Name:

Volunteer role:

I have read and understand the policies and role description as required

I understand volunteering is a two-way process and commit to act responsibly and follow procedures.

Signed:

Date:

Volunteer Manager on behalf of HCC

Name:

Date:

Review date:

Attachment:

Role Description – [name role]

HCC Volunteer Agreement – Abbreviated Agreement

Thank you so much for volunteering with us. We want you to feel welcomed and hope your time with us will be mutually beneficial, enjoyable and rewarding.

HCC seeks high standards in all it does and expects that everyone will work to HCC’s published policies which are available at www.hccuk.org/church-policies.

Those who volunteer within the church should have a commitment to:

- Fulfilling their tasks to the best of their ability
- Being punctual when they have agreed to undertake tasks
- Treating others with respect
- Ensure the welfare and safety of themselves and all around them
- Maintain confidentiality, never passing on personal information, except to the person you are responsible to, unless there are safeguarding issues of concern which must always be reported to the person named below

This Volunteer Agreement is not a legally binding contract. It is intended to express our mutual commitment to working together effectively.

Role	
Responsible to	
Key Responsibilities of the Role (tasks to be undertaken)	
<ul style="list-style-type: none"> ● 	
Any arrangements for induction, training & support	
<ul style="list-style-type: none"> ● 	
Any practical arrangements relevant to the role (e.g. process for paying expenses, times role should be carried out, provision of equipment)	
Role to be reviewed (insert date)	
The role is eligible for a criminal record check which is renewable every three years	Yes/No

Agreement

I have read the role description above, have read the HCC Safeguarding and Health and Safety policies, and agree to abide by the terms mentioned above.

I consent to my personal contact details being held by HCC and used for the administrative purposes of this volunteer post in accordance with HCC's Data Protection Policy.

Name:

Date:

Signature:

Name of Team Leader:

Date:

Signature: