



Bishop Hannington Memorial Church PCC Policy Statement

Volunteer Management

1) Introduction

Bishop Hannington Memorial Church recognises that many of its members, worshipping community and members of the wider community facilitate the church's work and ministry by volunteering to serve in one or more of the church's activities.

Bishop Hannington Memorial Church is committed to involving volunteers to:

- Contribute to the delivery of our ministry
- Form our Parochial Church Council and other management committees
- Make sure we are responsive to the needs of our worshipping community.
- Provide different skills and perspectives.
- Offer opportunities for participation by all our members and worshippers.

This volunteer policy sets out the principles and practice by which we involve volunteers.

2) Principles

Bishop Hannington Memorial Church:

- Recognises that voluntary work brings benefits to volunteers themselves, the ministry of the church and to paid staff.
- Will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the church's ministry.
- Expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- Recognises that volunteers benefit from satisfying work and will seek to help volunteers meet this need, as well as providing the training for them to do their work effectively.
- Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible

3) Recruitment

The involvement of volunteers in the work of the church is welcomed and all members and worshippers are encouraged to consider if there is a role or activity in which they can serve in a voluntary capacity.

People interested in becoming volunteers will be invited for an informal talk with the appropriate contact person. Depending on the role (eg work with children or vulnerable adults) a more formal process will be required to comply with Church of England Safeguarding requirements.

For volunteer roles which involve 'regulated work' such as care giving and/or sustained and direct contact with children or vulnerable adults, legal obligations to ensure that volunteers are not barred from working with children or vulnerable groups must be complied with.

Bishop Hannington Memorial Church does not undertake to accept every individual who offers to take up a voluntary role within the church.

4) Appointment

The Parochial Church Council is responsible to the appointment of all volunteers to roles within the church. The procedure by which this responsibility is delegated is set out in Appendix A.

5) Induction and Training

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken.

6) Support

Volunteers will be assigned a named contact person who will provide regular support. Where the volunteering role is emotionally demanding additional support will be provided. Volunteers are requested to let their named contact person know of any changes in their personal circumstances that may affect their volunteering.

7) The Volunteer's Voice

Volunteers will be consulted in decisions which affect them whenever reasonably appropriate'.

8) Records

Minimum details will be kept on volunteers and may include, where appropriate, application forms and correspondence, references, and any other relevant information. Such information will be treated as being confidential.

9) Expenses

Bishop Hannington Memorial Church will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.

10) Insurance

Volunteers will be covered by the church's insurance policy while carrying out agreed duties.

11) Health and Safety

Bishop Hannington Memorial Church will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while volunteering in accordance with its Health and Safety policy. Volunteers are expected to familiarise themselves with relevant sections of the Health and Safety policy and cooperate fully in its implementation.

12) Smoking and Substance Abuse

All church premises and events are smoke free - smoking is not considered appropriate when volunteers are engaged in church activities. Under no circumstances should volunteers engage in church activities while under influence of alcohol or drugs.

13) Use of Vehicles

The PCC does not provide motor insurance for volunteers when driving their own vehicles. Driving in connection with charitable volunteering is normally classified by insurers as "social, domestic and pleasure" which is part of standard cover – volunteers should, however, confirm this with their insurers.

14) Confidentiality

Volunteers are expected to protect any personal or confidential information to which they may have access.

15) Problems

Should problems arise volunteers should in the first instance discuss any grievances with their named contact. Should this fail to resolve the problem the grievance will be resolved through the church's complaints policy.

16) Endings

When volunteers move on from their role at Bishop Hannington Memorial Church they will be asked to provide feedback on the volunteering experience.

Any disciplinary issue regarding a volunteer, including their removal from a voluntary role, will be resolved through consultation with the volunteer's named contact person and vicar/churchwardens.

17) Monitoring and Evaluation

This policy is reviewed at least every two years and more frequently if required.

Appendix A

Procedure for appointment of volunteers

The PCC has a responsibility to ensure that suitable people are appointed to appropriate roles within the parish. This is relevant for all roles but of particular importance for those working with children, young people and vulnerable adults (where the PCC needs to be confident that Diocesan safeguarding guidelines are being adhered to).

While the PCC has a duty of care in this area it clearly cannot be expected to make every appointment. Diocesan guidelines indicate, however, that while the PCC need not be involved in the appointment of every volunteer they should "agree how new employees and volunteers will be recruited and appointed and who will be involved in the process".

In the case of persons working in voluntary roles at Holy Cross Church and Goldstone Church this responsibility has been delegated to the Holy Cross Committee and the Goldstone Elders respectively. In the case of Bishop Hannington Church the following arrangements should apply.

- 1) The PCC will appoint overseers for ministry areas within the life of the church (and in some cases specific ministries) on the recommendation of the vicar and/or wardens. Co-ordinators will be responsible for oversight of groups and activities and currently the roles are apportioned as follows:

Ministry Area	Overseer
Feast	Curate
Coffee Stop	Families Minister
Tuesday Group	Families Minister
Women's Fellowship	Vicar
Tiddlywinks	Families Minister
Music Groups	Music Minister
Welcome Team	Vicar
Pastoral support	Pastoral Co-ordinator

Young People's ministry	Youth Minister
Children's ministry	Children's ministry Co-ordinator
Small Groups	Small Group Co-ordinators
Cleaning Team	Church Operations Managers
Flower Team	Church Operations Managers
AV Teams	Music Minister
CAMEO	Vicar

Overseers and group leaders will be given delegated authority to make appointments to the groups they are responsible for as set out below:

- 2) Coordinators will appoint the leaders of groups or activities for which they are responsible in consultation with the vicar/wardens
- 3) Group or activity leaders will appoint team members (that is people who help run groups or activities on a regular basis) in consultation with the relevant co-ordinator.
- 4) The appointment of group or activity leaders by coordinators will be reported to the PCC (but not be asked to approve or ratify the appointments as the appointments will have already been made under delegated authority). Appointments to roles involving work with children, young people and vulnerable adults will also be reported to the PCC. Other appointments may be reported to the PCC at the discretion of the vicar, wardens or coordinator.
- 5) For all appointments a check list will be completed confirming that actions that need to be completed as part of the appointment process have been carried out. This will be of particular relevance for appointments to work with children, young people and vulnerable adults and should record that all formal safeguarding requirements (eg references, interview, DBS clearance, completion of a self-declaration, etc.) have been complied with.
- 6) Co-ordinators and group leaders should ensure that all new appointments are provided with appropriate briefing and support.
- 7) It is recognised that some people will help out with groups occasionally (to cover an absence or as a way of discovering if the ministry is for them). This is welcomed but such people will be classified as "visitors", not team members. While "visitors" will not need to be formally appointed, group leaders are expected to exercise reasonable care when inviting a visitor to assist a group and ensure that they are supported by and under the supervision by a formally appointed worker. People who seem to visit a lot should be formally appointed!

Adopted by the PCC on 24 July 2018 (replacing two separate policy statements - Volunteer Management (dated 21 July 2015) – and Appointment of Volunteers (dated 19 November 2013) Amended July 2020 and adopted by the PCC on 14th July 2020