

Chelsea and Fulham Methodist Church and Pastoral Centre

Volunteering Policy

Introduction

Chelsea and Fulham Church and pastoral centre work with volunteers because we believe that, by developing individual and community potential together, we can make a difference.

We are committed to ensuring our premises are accessible every day of the week. In so doing, it works towards creating a safe and friendly environment and providing an attractive space with excellent facilities.

Chelsea and Fulham Church and Pastoral Centre aims to:

- make a significant contribution to the community
- offer the best facilities we can and help people to feel at home
- offer a safe environment
- provide a meeting place for all within the community
- help others with their own initiatives
- share the vision of a better community
- help people towards a holistic development

We will encourage our volunteers to:

- develop skills through volunteering and to discover new perspectives
- participate in the running and management of the church and centre
- ensure our services meet the needs of our guests
- create a warm and friendly environment

Principles

This Volunteering Policy ensures that volunteers are managed according to good practice and is underpinned by the following principles:

- Chelsea and Fulham Church and Pastoral centre will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the life of the Church and centre.
- Chelsea and Fulham Church and Pastoral centre expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- Chelsea and Fulham Church and Pastoral centre recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.

Practice guidelines

The following guidelines deal with practical aspects of the involvement of volunteers. More detailed information, including copies of the various documents referred to, is provided in our Volunteers' Handbook.

Recruitment and beyond

- Chelsea and Fulham Church and Pastoral centre advertises new roles through our internal noticeboards and website.
- Upon receiving an enquiry by telephone or email, an information pack is sent. It contains a covering letter and the following inserts:
 1. Travel directions
 2. Role description for the role(s)
 3. Person specification for the role(s)
 4. Application form
 5. Equal opportunities monitoring form
- **When the applicant returns the application** and equal opportunities monitoring forms, the managing coordinator assesses whether the applicant is suitable to interview for the role. If the person is considered unsuitable, the coordinator will consult a colleague before contacting the applicant and offer an alternative role.
- **Prospective volunteers** are interviewed by two people to find out how suitable they are to fulfil existing roles (or create a new role) and to identify skills training required. A standard set of questions forms the basis for an interview score sheet and the same questions are used for all applicants.
- **The interview** includes time for the interviewee to ask questions and to look around the church and centre.
- Within 3 days of the interview, the volunteer coordinator contacts the interviewee to report the result of the interview. If the interviewee is not to be appointed, an explanation is given. If appointed, a date for induction is suggested. Where possible, we will hold an induction session for a small group of people rather than individuals.
- **Upon appointment**, volunteers have regular 1:1 meetings with the managing Coordinator to reflect on the role, identify training needs, and give feedback to develop the volunteering scheme as appropriate.
- After the interview, we will ask your referees to **send a reference**. (The application form asks for details of two referees who are not family members and have known you for more than six months.)
- Where necessary, volunteers will be required to undergo an enhanced **DBS check**.
- **An induction session** introduces volunteers to their role and familiarises them with any equipment used in the role. This includes an introduction to health and safety, safeguarding children young people and vulnerable adults (where applicable), fire procedures, incident procedure and key contacts for different aspects of life at Church and Centre. It also includes information about the support for you and a tour of the premises.
- The Church and Pastoral centre, via the Managing Coordinator, will enable a **Volunteers' Forum** to take place, encouraging volunteers to meet each other and talk. This is an opportunity to discuss matters of concern openly and feed suggestions.
- Volunteers are expected to be in sympathy with the mission and aims of Chelsea and Fulham Church and Pastoral centre

Volunteer agreements and role descriptions

Once appointed, each volunteer has a volunteer agreement that is specific to their role and establishes what Chelsea and Fulham Church and Pastoral centre undertakes to provide. It explains our expectations of each other and a commitment to working together for mutual benefit and the benefit of the wider community. Each volunteer has a role description, person specification

None of these documents is a contract: Chelsea and Fulham Church and Pastoral centre has no intention of creating a contract with volunteers. Each volunteer receives an Information Pack upon applying for a role and a Volunteers' Handbook during the Induction session.

Expenses

Travel expenses and other out-of-pocket expenses will be reimbursed. See also the Volunteer Agreement and Role Description.

Volunteers working a minimum of five hours per day will be able to receive a free lunch from the kitchen (Monday, Tuesday or Thursdays), or to claim lunch expenses up to the value of £4.

Induction and training

All volunteers receive an induction into Chelsea and Fulham Church and Pastoral centre and their own area of work. Training for the role is provided as appropriate, either by the Managing Coordinator or someone more familiar with the role being undertaken.

Volunteers are entitled to receive further skills training on the same basis as paid staff.

Support

All volunteers have a named person as their main point of contact. Volunteers meet their managing coordinator regularly to feedback on progress, discuss their future development and air any concerns.

The volunteer's voice

Volunteers are encouraged to express their views about matters concerning Chelsea and Fulham Church and Pastoral centre and its development. A Volunteer Forum will meet on the premises when more volunteers are recruited, offering a time to meet other volunteers and forward any concerns or ideas via the managing Coordinator to the management team.

Insurance

All authorised volunteers are covered by the insurance policy for Chelsea and Fulham Church and Pastoral centre whilst they are on the premises or engaged in any work on our behalf. The volunteer is authorised once the volunteer agreement is signed by both parties: the volunteer and the volunteer manager on behalf of Chelsea and Fulham Church and Pastoral centre.

Health and safety

An annual health and safety risk assessment of the premises is undertaken. Each volunteer role has a health and safety assessment for the role that is based on the annual assessment.

Equality and diversity

Chelsea and Fulham Church and Pastoral centre operates an equality and diversity policy in respect of volunteers and paid staff. A copy is in the Volunteers' Handbook. Volunteers are expected to have an understanding of and commitment to our equality and diversity policy.

Problem solving

We aim to identify and solve problems within 28 days. A procedure has been drawn up for dealing with complaints either by or about volunteers.

Confidentiality

Volunteers will be bound by the same requirements for confidentiality as paid staff. This is covered by our data protection policy.