



Highworth Community Church (HCC)

Volunteer Management Policy

1. General policy

1.1 The trustees of HCC recognise the distinctive contribution that volunteers make in working out the organisation's purposes.

1.2 In recognising that contribution, our policy is:

- To value the status of volunteers as a core part of the church with a distinctive but complementary role to that of paid staff;
- To ensure, as far as is possible, that the role of volunteer is mutually beneficial to both the church and the volunteer, managing volunteers in such a way that ensures the needs of both parties are met;
- To provide support, guidance, encouragement and an operating environment that enables volunteers to operate effectively and with appropriate line management where necessary;
- To encourage volunteers to grow in their personal discipleship;
- To provide suitable training opportunities so that volunteers can make a real impact;
- To, as far as possible, integrate volunteers into the church providing regular and relevant communication of strategic decisions;
- To provide a personal point of contact for all volunteers;
- To provide adequate and appropriate facilities, equipment and resources to enable volunteers to fulfil their roles.

1.3 In constructing this policy, the trustees have considered the guidelines produced by "know how non-profit" as suggested by the Charity Commission.

2. Taking on and involving volunteers

2.1 Whilst recognising the contribution that volunteers can make, not everyone will be able or suitable to undertake all volunteer roles. The trustees/leaders reserve the right to reject approaches from volunteers, helping them to recognise other volunteer opportunities that might be more suitable for them.

2.2 Where volunteer approaches have been rejected, the trustees/leaders will, wherever possible, generally explain the reasoning behind this decision directly with the person involved.

- 2.3 Volunteers for the more public roles in the church will be informally assessed by the trustees/leaders as appropriate.
- 2.4 The church operates a separate Safeguarding Children and Adults policy. Volunteers seeking to work with vulnerable groups will be subject to the requirements of that policy.
- 2.5 Volunteers will be made aware of the key responsibilities of their role in an appropriate way. Methods of communication may include:
 - An informal conversation with their point of contact or supervisor;
 - The provision of guidelines provided by the church;
 - A more formal role description.
- 2.6 Formally or informally, the expenses policy operated by the church will be explained to the volunteer ensuring that they fully understand what expenses can be claimed and the process for claiming expenses.
- 2.7 For certain roles, the church may wish to issue volunteer agreements.

3. Management of volunteers

- 3.1 Volunteers are accountable to the leadership. Informal reviews between the volunteer and one or more of the leaders will take place from time to time as an opportunity to discuss issues, difficulties, performance and outcomes.
- 3.2 Any training needs must be suitable and relevant to the role of the volunteer. Such needs must be identified and agreed by the leadership and the volunteer. The cost of any required and agreed training will be met by the church, subject to the agreement of the trustees.
- 3.3 For certain roles and types of training the trustees/leaders can insist that volunteers attend training as a requirement for continuing in the volunteering role.
- 3.4 In some cases, and in order to monitor the work of volunteers and to assess how they are managed, a personal file may be maintained. Where this is the case, the volunteer will be informed; the information will be stored in accordance with the relevant data protection principles; and any file will be available for inspection by the volunteer at any reasonable time.
- 3.5 The church and the volunteers will discuss the issue of intellectual property rights and agree where those rights rest for any original work produced by the volunteers.

4. Standing down or removal of volunteers

- 4.1 Volunteers are encouraged to give some notice before standing down, but the trustees accept that all volunteers can stand down at any time without giving notice.
- 4.2 The trustees/leaders reserve the right to remove volunteers in circumstances which, after investigation if necessary, are deemed to be detrimental to the church. These include but are not limited to:
 - Persistent incidents of minor misconduct:
 - Continually arriving late;
 - Absence that is not notified and has not been agreed beforehand;

- Incidents of gross misconduct including:
 - Theft;
 - Physical violence towards staff, other volunteers, members of the public;
 - Gross negligence.
- Actions or comments made by the volunteer which are deemed by the trustees to represent a significant defamatory or reputational risk to the church;

On request, the trustees/leaders will provide a basic factual reference for all volunteers.

5. Adoption of this policy

The trustees of HCC formally accepted this policy at the trustees' meeting held on 22nd October 2020. Review date: October 2022

5.1

Brenda Savill -Chair of Trustees

Matt Ford- Church Leader