

STOPSLEY BAPTIST CHURCH

VOLUNTEER POLICY

Recruitment

We will use appropriate means to advertise for volunteers that take into account the principles of the appropriate policies and procedures. Where relevant, applicants will have to complete an application form, but help can be given with this if necessary. When an interview is carried out, this will be undertaken by the *ministry/service leader* and if this is successful references may be taken up.

Safeguarding

Safeguarding training will be provided, where appropriate. A criminal records check with the Criminal Records Bureau will be made (*if relevant*) for every volunteer.

Induction and Training

There will be an induction prepared and delivered by the *ministry/service leader*. This will include:

- The role of the volunteer
- Details of team members
- Explanation of the Volunteer Induction Pack.
- Induction training and details of on-going training
- Other information as appropriate.

There will be a trial period of 4 weeks to give the organisation and the volunteer time to discover if they are suited to each other.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses, if required, will be reimbursed, including expenses for travel. In order to claim expenses, an expenses form must be completed.

Support

The *ministry/service leader* and other volunteers will offer support to the volunteers.

There will be an annual event to welcome and give recognition to volunteers.

The *ministry/service leader* (whether paid or un-paid) will receive support from the Ministry Director/Pastor

Insurance

SBC has a valid Employers and Public Liability insurance policy which you are welcome to read.

Resolving Problems

The relationship between SBC and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that SBC is able to maintain its agreed standards of service to the clients who use it, and it is also important that volunteers should enjoy making their contribution to this service.

If your role as a volunteer does not meet with the SBC's standards, here is how it will be dealt with:

1. Initially with a meeting with the *ministry/service leader* who will explain the concerns.
2. If this does not resolve the concern then a meeting with the Ministry Director/Pastor will be convened.

3. If your work still does not meet with our standards then we shall have to stop using your services.

At all times you will be able to freely state your case and can have a friend to accompany you.
If you are dissatisfied with any aspect of your work you should:

1. Initially explain your dissatisfaction with the *ministry/service leader*
2. If that does not resolve the concern then a meeting with the *ministry/service leader* should be convened
3. If that does not resolve the issue then a formal meeting with the Ministry Director/Pastor should follow.
4. If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it would be inappropriate for you to continue to be a volunteer.

At all times you will be freely able to state your case and can have a friend to accompany you.
This Volunteer policy is freely accessible to all. It will be reviewed on a yearly basis to adapt or improve it.

Adopted on: 17th August 2015

Last reviewed: September 2012