

VOLUNTEER INDUCTION PACK AND POLICY

All Saints

Volunteer Induction Pack and Policy

All Saints
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All Saints Statement of Values.

In 1996, the All Saints Parochial Church Council (PCC) adopted the *following as its Statement of Values. It provides guidelines and a framework of understanding for the life and witness of the congregation and of all work undertaken in wider society by the PCC and the All Saints Community Development Company, All Saints Trading and All Saints Centre Company.*

***Mission Towards the Millennium
Statement of Values of All Saints Parish Church, Kings Heath,
Birmingham.***

"The Kingdom of God is like a grain of mustard seed which a man took and sowed in his garden. It grew and became a tree, and the birds of the air made nests in its branches" (Luke 13:19).

The Roots

the source of our life

- All Saints Church is a local community of the world-wide Church of God, a part of the Body of Christ on earth.
- We exist because of the love of God shown to us in Jesus Christ.
- We are growing and developing in faith, sustained by the Holy Spirit.

The Trunk

the worshipping community

- We worship together as companions, drawn from all ages and backgrounds, in a journey of faith. We meet to celebrate the Eucharist; we also creatively use other forms of service to meet particular needs. Our worship draws on the rich Anglican heritage but with flexibility and openness. We recognise the value of music drawn from many sources.
- Through preaching and a variety of opportunities to learn, we study the Bible, address current concerns and are fed spiritually to live out our faith in our everyday lives.
- Clergy, Readers and lay people share the task of leadership, but we recognise that the work and service of Christ belongs to us all.
- We aim to be welcoming to all, but children and young people have a special place in our life together.
- We seek to support one another, helping each person to realise their talents and caring especially for the sick, the house-bound and those in crisis.
- We aim to meet the costs of supporting church buildings and clergy for the sake of God's mission in Kings Heath, the Diocese and the wider church.

The Branches.....

- *relating locally*

Our prominent building on the High Street is a sign of our responsibility to proclaim the Gospel and express the love of God for everyone in Kings Heath, especially those on the margins of society. We seek to serve the community, especially the old, the young and the most vulnerable, directly through groups we sponsor and indirectly by supporting schools and other caring agencies.

- *relationships*

we seek to follow the example of Jesus by affirming Christian principles and by recognising the fragility of human relationships. Therefore we uphold the ideal of life-long faithfulness in marriage, are open to the re-marriage of divorced people and fully include those living with integrity in different family structures. We protest against abuse in all relationships.

- *resources*

we seek to use our time, money and abilities responsibly so as to help relieve suffering and meet the needs of others, locally, nationally and internationally, in a relationship of mutual respect and learning.

daily life
we seek to live as Christians in our daily life of work, home and leisure, as we commend the Gospel, help to build a just society and look for the face of God in all people.

- *God in others* in our search for truth we are in dialogue with Christians of other denominations, with people of other faiths, and with all who work for justice and peace

Volunteer Induction Pack

Thank you for deciding to volunteer with All Saints

**This pack is part of your induction please read it carefully
You will also be given copies of our policies and procedures.**

Volunteers are important to our work and the delivery of our service We hope that you will find your time with us as a volunteer rewarding and enjoyable.

There are many different opportunities to volunteer with All Saints. These include
The Youth Project – including the Parent Project and Mentoring Project
The Robin Centre for Older People
In All Saints Centre Company and All Saints Development Company
In All Saints Church
All Saints Luncheon Club
All Saints Healthy Living Project & Programme of Activities for Over 55's
All Saints Trading – The Cafe

This pack and the policies you receive are general across All Saints. You may also receive information relevant to the area that you are volunteering in.

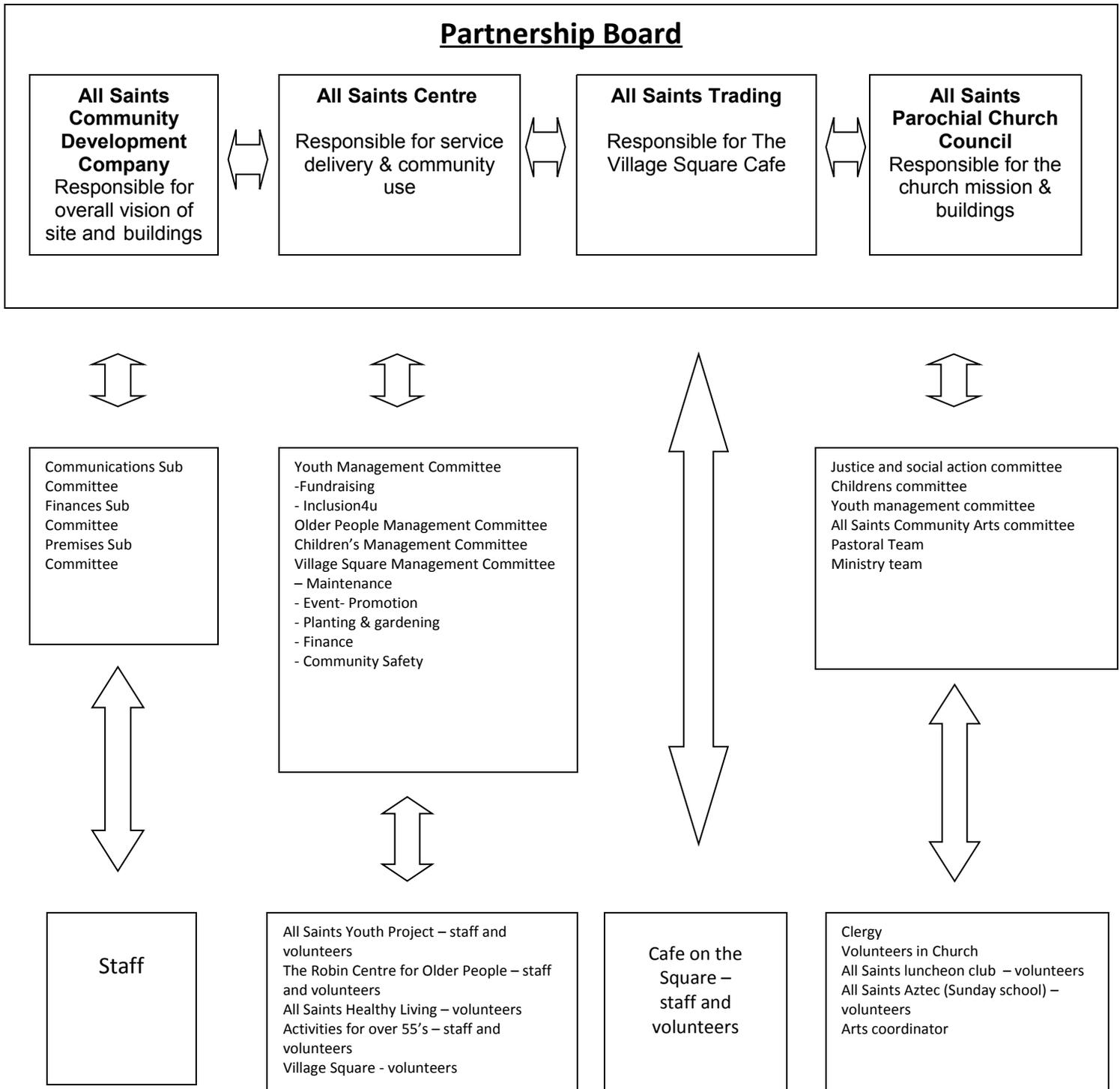
Organisational Structure of the Family of All Saints

Volunteer Policy
August 2010

All Saints Community Development Company
All Saints Centre Company
All Saints Parish Church
All Saints Trading

All Saints has a statement of values that provides guidelines and a framework of understanding for the life and witness of the congregation and for all work undertaken in the wider society by the PCC, All Saints Community Development Company, All Saints Centre company and All Saints Trading (the 'family' of All Saints).

Partnership Board



VOLUNTEER POLICY

This policy relates to all volunteering that take place in All Saints Parish church, All Saints Community Development Company and All Saints Centre Company (from now on referred to as All Saints) Parts of All Saints may have supplementary information for volunteers.

The principle objective of All Saints Volunteer Policy is to ensure and define good practice throughout its service. Good volunteering practice is essential in order to ensure:

- **Equality of opportunity**
- **A high standard of service delivery**
- **The best possible conditions of service to volunteers**
- **That All Saints reputation of good practice is maintained**

We recognise that a good volunteer policy is constantly under review and open to improvements, therefore we encourage your comments at all times on this policy. Volunteers would include students (including school and college) on placement

The following sections are supplemented by policies and guidelines.

A. Recruitment

All Saints will strive to advertise as widely as possible for volunteers and to make volunteering with All Saints accessible to all sections of the community. All Saints staff and existing volunteers will be consulted on new ways to recruit volunteers, and asked to contribute where possible to the recruitment process.

Volunteers offering their services to All Saints will be followed up promptly and constructively.

Following an initial expression of interest, all prospective volunteers will be given an Enquiry Pack, they will then fill in the volunteer application form.

Once an application has been received, references will be sought. Volunteers have the right to see their references and referees will be informed of this.

All volunteers will be given a detailed role description of positions interested within the project.

B. Selection

Applicants will be offered a place, subject to an informal interview and the completion of child protection procedures and references (Note: CRB checks will be taken out on every applicant).

You will only be able to work under direct supervision until your DBS comes through. DBSs for volunteers are free.

Selection will be on the basis of ability to do the task now or with support and training and in accordance with All Saints Equal Opportunity policy.

All volunteers will be informed, if necessary, in writing whether they have been accepted as a volunteer or not.

When a volunteer is deemed unsuitable for the post, constructive feedback will be offered.

Volunteers for the mentoring scheme with no prior training will be expected to complete the All Saints Youth Project Introduction to Mentoring course.

C. Induction

All volunteers will receive an induction.

All volunteers will be thoroughly briefed about the activities and responsibilities expected from them.

Each new volunteer will be asked to read and sign volunteer agreements (this is not a contract of employment). In addition, the volunteer will be given all policies and guidelines appropriate to the position and informed that they will be expected to work within them.

Volunteers will be required to attend Child Protection Training (in-house) at the earliest opportunity. (if working with children or young people).

D. Customer service

Volunteers should follow any dress code advised. Any dress code around safety, health and hygiene must be strictly adhered to.

All Saints is committed to the best service it can offer to its service users, staff, volunteers and members of the public. When volunteering for All Saints volunteers are expected to work in a way that is inclusive, helpful and welcoming to everyone on site and to work cooperatively across the site.

E. Supervision, support and on-going training

Induction training will be offered to all volunteers.

All Saints recognise that the volunteering experience is beneficial to volunteers in personal development and we structure volunteer opportunities so that they allow for and encourage this. This includes the provision of supervision and training.

One-to-one supervision will be offered to a volunteer as appropriate.

All volunteers will be offered equal access to support, supervision and on-going training relevant to their role.

All volunteers will be given the opportunity to meet together in order to discuss issues of common concern and to be consulted on proposals that directly affect them.

Volunteers for the mentoring scheme will be encouraged to complete an accredited mentoring course.

F. Monitoring & Evaluation

Volunteers will be encouraged to contribute to the monitoring and evaluation process for the session in which they are involved and to contribute to evaluation of any part of All Saints relevant to their volunteering

G. Leaving

Volunteers have the right to withdraw from volunteering at any time without pressure being placed on them but they will be encouraged to give appropriate notice time to ensure continuity, especially for individual young people involved in the mentoring project.

Volunteers wishing to take up paid employment or training are entitled to receive a reference once they have completed 6 months, this can be provided by any relevant member of staff in agreement with the manager of the area you are volunteering in

Current volunteers are welcome to apply for paid work within All Saints and will be subject to the same application/interview process as other applicants.

When volunteers leave All Saints they are expected to maintain confidentiality as in the Confidentiality policy.

H. Role of Volunteers

All Saints highly values the contribution of volunteers and will continue to seek to involve volunteers in all aspects of its work where appropriate. We recognise volunteers' work plays an important and unique role within All Saints as a whole and particularly to users of the project.

Volunteers have the right to refuse tasks that go beyond those for which they were recruited for without pressure being placed on them. It is the responsibility of paid staff managers/leaders to ensure unreasonable requests are not placed on volunteers.

Volunteers are expected to actively encourage and involve users throughout All Saints

Volunteers will be encouraged to develop and extend their role as appropriate to themselves and All Saints. All volunteers will receive a written description of their role.

Students on placement should be given clear information about do's and don'ts. Staff should cooperate with any college requirements if students are accepted on placements

I. Volunteer Agreement

All volunteers will be asked to sign a volunteer agreement prior to starting work with All Saints. This is not a contract of employment

J. Consultation and Communication

All Saints is committed to keeping volunteers informed about activities of the organisation and specifically, any information of decisions that have a particular reference to volunteers (see Supervision and Support).

K. Safe Environment

All volunteers are responsible for helping to create a safe environment in every context for each other, users, vulnerable adults, children and young people. To enable this process volunteers are required to work within the 'Creating a Safe Environment Guidelines', Health & Safety Guidelines, Smoking policy, Child Protection policy and any other relevant policies.

L. Behaviour Management

All volunteers are responsible in maintaining a safe environment for workers, users, children and young people and are required to work in line with the relevant 'Behaviour Management policies' and codes of conduct

M. Personal relationships

When volunteering for All Saints volunteers are expected to treat each other, service users, volunteers and members of the public in a professional manner whatever their personal relationship may be.

If there are issues of difficulties with this then they should be discussed with your line-manager

N. Equal Opportunities

All Saints operates an Equal Opportunity policy.

Volunteers are recruited purely on the basis of their ability to do the task now or with support and training in the future as outlined in the task description.

All Saints will advertise widely to ensure diversity of volunteers and to make volunteering open to all. Diversity of staff and volunteers will increase the range of skills, interest, life experiences and cultural backgrounds available to our users and reflect the community in which we are.

All Saints volunteers are expected to abide by and promote the organisation's Equal Opportunities policy.

O. Health and Safety

Whilst volunteers will not knowingly be placed in positions of danger or in situations for which they are not prepared, every volunteer whilst undertaking their role should:-

- Take every reasonable care for their own health and safety. Your own safety must be your priority at all times. It is the duty of all adults to intervene if vulnerable adults, children or young people are in danger of damaging themselves or damaging others whilst at the project.
- Observe professional boundaries between themselves and users, children and young people.
- If feel threatened or at risk of danger they must get themselves out of the danger immediately if they possibly can and report the incident and/or gain staff support from the manager/leader/coordinator or appropriate member of staff.
- If become unsure of their own safety, for whatever reason, whilst volunteering for All Saints they should inform the manager/leader/coordinator or appropriate member of staff.
- if alone on the premises be mindful of safety issues (see lone working guidelines)

All Saints has a Health and Safety policy.

P. Child Protection

All Saints gives paramount importance to the nurture and care of children and young people, recognising the need to create a safe environment in which children and young people are valued and feel confident to ask for support and help.

All volunteers working on behalf of All Saints will be interviewed and selected in line with All Saints Development Company 'Safeguarding and Child Protection policy and procedures'.

All volunteers are expected to work within this policy and procedures

Q. Safeguarding Vulnerable Adults

All Saints gives paramount importance to the protection of vulnerable adults, recognising the need to create a safe environment in which they are valued and feel confident to ask for support and help.

All volunteers working on behalf of All Saints will be interviewed and selected in line with All Saints 'Safeguarding Vulnerable Adults policies and procedures'.

All volunteers are expected to work within this policy and procedures

R. Confidentiality

Your attention is drawn to the confidential nature of information contained within All Saints. You will be expected to keep this confidentiality during your volunteering at All Saints and after you have left. For further information see the Confidentiality policy

S. Minimum Expectations

It is hoped that all volunteers will endeavour to attend all agreed sessions or meetings unless this is unavoidable. In such cases and in the case of sickness the volunteer should contact the manager/coordinator/leader or appropriate member of staff.

T. Insurance

Cover is under Public Liability insurance and Employers liability insurance.

U. Expenses

All Volunteers are entitled to reimbursement for any travel expenses incurred in the course of volunteering at All Saints following agreement with the manager/leader/coordinator. This does not include travel to or from the project except in exceptional circumstances.

Volunteers of the mentoring scheme may incur expenses which will be reimbursed in accordance with mentoring guidelines for expenses.

All claims must be accompanied by a receipt or ticket, as appropriate.

If you have a travel pass, reimbursement will be of the fares that you would have paid if you did not have a travel pass, a photocopy will be taken in place of receipts.

If a car is used, a mileage of 30p per mile may be available.

V. Mobile phones, Internet, Email and Computer use

During volunteering at All Saints you may be asked not to make or receive calls and texts on your mobile phone except in emergency situations.

Volunteers are not permitted to access the internet at All Saints for personal use including the use of chat rooms

Any volunteers found accessing pornography will be immediately asked to leave and, if considered necessary, police may be informed and safeguarding procedures followed

Volunteers are not permitted to receive or send personal emails on the project's address

See Creating a Safe Environment Guidelines

W. Photographs and Videos

Photographs include those take by cameras or mobile phones

Volunteers should not take photos or videos within the project on their personal cameras or phones without the permission of the manager/leader.

See Creating a Safe Environment Guidelines

X. Concerns and Complaints Procedure (Whistle Blowing)

Arrangements in the event of a complaint by a volunteer

If a volunteer wishes to make a complaint about members of staff, other volunteers or any other issue in All Saints they should initially discuss this with the person in charge of the section they are volunteering in. If this does not resolve it then they should use the complaints procedure.

The above doesn't apply if the issue is a Safeguarding or Child Protection issue; in this case the Safeguarding/Child Protection procedures will apply.

Confidentiality for all parties should be maintained

Arrangements in the event of a complaint about a volunteer

If a member of staff or volunteer receives a complaint about a volunteer this should be taken to the manager/leader of the section that the volunteer is working in. They will investigate the complaint and, if necessary, use the complaints procedures.

If it is felt necessary to terminate the volunteer's volunteering then this will be explained to them in person. They may have a support person with them if they wish. The reasons will also be given them in writing. If they wish to appeal they can do so, in writing*, to the relevant Board/PCC within 4 weeks. The Board/PCC will consider the issues and make a decision within 4 weeks. This decision will be given in writing and will be final.

The above doesn't apply if the issue is a Safeguarding or Child Protection issue; in this case the Safeguarding/Child Protection procedures will apply.

Confidentiality for all parties should be maintained

* if there is an issue for the volunteer in submitting written details then the manager/coordinator/leader will set up an appropriate alternative.