

Volunteer Policy

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1. Introduction: Vision and values of FWW

- 1.1. Volunteers are at the core of Faith at Work in Worcestershire (FWW) and its work. We want the experience of being a volunteer with FWW to reflect the values that lie at the heart of our mission and objectives – care, compassion, justice, respect and inclusion. This Volunteer Policy sets out the way FWW will work with volunteers in order to achieve this.
- 1.2. Volunteers work with FWW in a number of capacities including chaplains, trustees and Business Partnership Volunteers (BPV). All are valued and need to be supported in their volunteering by robust and transparent policies and processes. In particular areas this is set out in specific policies which are referred to in this document and available on the FWW website. These policies should be considered part of this Volunteer Policy.

2. Recruitment of volunteers

- 2.1. The route into volunteering with FWW may vary with the role and personal circumstances. However, in many cases involvement with FWW comes about through another organisation, for example their church or workplace.
- 2.2. FWW always seeks to work in partnership with such organisations and therefore a volunteer is accountable to their 'home' body and to FWW; and can expect to be supported by both.
- 2.3. FWW offers a safe, accredited and structured means of engaging with mission and ministry in the economy as part of its partnership with the church or organisation concerned and offers training, safeguarding, H&S, insurance and other support.
- 2.4. A volunteer is accredited by FWW and is expected to abide by the policies set out in this document. Their sending church is encouraged also to see their activity with FWW as being

part of their church's mission in the community, specifically the local economy. This includes commissioning by someone's home church; encouraging the church to pray regularly and systematically for the volunteer, their ministry and those they encounter; and, as a church and as individuals, supporting FWW in prayer and financially.

- 2.5. The same applies for anyone volunteering from the basis of their business or workplace. Their volunteering will be undertaken within the volunteering policy of their organisation, including recognition of this as activity within the community.
- 2.6. FWW operates a policy of 'Safer recruitment', as part of its wider safeguarding policy.¹ This includes:
 - Clarity on who is authorised to accredit someone as a FWW volunteer (the Development officer after consultation with a local team leader where one is identified)
 - Providing before accreditation a volunteer task profile for the role identified, which will include a statement on the principles and standards that should guide their work, including principles of safeguarding; clear lines of accountability and support; what the volunteer can expect from FWW; a brief statement of their activities.
 - Two references, including one from a senior elder or minister of their church saying they are in good standing within the church.
 - Providing a letter of assignment of task.
 - Supervision and regular review by someone assigned to this role by FWW.
 - The signing of a volunteer agreement by the volunteer (see section 13) which confirms that they support the aims and values of FWW, and that they have read and will abide by the policies of FWW and take part in any continuing training on these policies.
- 2.7. In some circumstances someone may wish to volunteer with FWW who is not part of a church, for example they may be someone associated with a FWW business partner. In this case two references highlighting a person's bona fides will be sought, by agreement with the Development Officer.

3. Safeguarding

- 3.1. FWW has a detailed Safeguarding Policy, which constitutes part of this Volunteer Policy.²

4. Data Privacy

- 4.1. FWW has a detailed Privacy Policy, which constitutes part of this Volunteer Policy.³

5. Security, accreditation and dress code

- 5.1. Volunteers will be provided with name badges, which should be worn whenever there is a need to be identified as representing FWW. Where necessary they should be issued with security passes and appropriate personal protective equipment if their assigned role requires it.
- 5.2. A volunteer will be designated an accredited FWW volunteer when they are assigned an agreed task, have completed a Data Privacy Consent Form and signed the Volunteer Agreement. With this accreditation they may act on behalf of FWW within the bounds of

¹ See FWW Safeguarding Policy section 4c

² See FWW Safeguarding Policy, at www.faithatwork.org.uk/about-us/policies/

³ See FWW Data Privacy Policy, at www.faithatwork.org.uk/about-us/policies/

their assigned task, taking responsibility for following FWW policies in all matters, and will enjoy the benefits of being an accredited volunteer, for example insurance, expenses and recognition.

- 5.3. A volunteer's accreditation ends when a volunteer ends their assigned role at a date agreed with the Development Officer. This might be the end of a trustee's term, or when someone wants to step back from an active role. Where possible a volunteer is encouraged to give a reasonable amount of notice to allow succession planning. In certain circumstances, for example as a consequence of following the Problem Solving Procedure (PSP) a volunteer will be asked to end their assigned task (see section 11)
- 5.4. FWW may decide that volunteers undertaking activities will be provided with uniform, or similar branding which they will be encouraged to wear. Any volunteer may decline to wear uniform, except if this is designated as PPE, with the agreement and by negotiation with their supervisor and the FWW Development Officer.
- 5.5. If no specific uniform is provided volunteers will take responsibility for dressing in an appropriate way for the role they have. This should take into account safety considerations and uphold the values of FWW presenting a professional image. Volunteers are encouraged to wear symbols of their faith, should they wish to do so. A volunteer acts as an ambassador for FWW.

6. Monitoring of volunteer activity.

- 6.1. Volunteers shall be entitled to support in their role by a designated person appointed for this purpose by FWW. This contact will provide support and encouragement to the volunteer, identify training needs and bring this to the attention of the Development Officer whose role includes delivering training for all volunteers. The contact does not manage volunteers, but acts more as an encourager, mentor and facilitator.
- 6.2. For each category of volunteer this designated person will normally be the chair of trustees (for volunteer trustees), the local team leader, where one is identified (for chaplains), the Development Officer (for local team leaders, other chaplains where a local team leader is not identified, BPVs and anyone else).
- 6.3. The volunteer will keep a record of their activities and will report this and the scope of their activities to their designated contact. They will meet with them as necessary, as part of a local team of volunteers, and individually one to one at least annually.
- 6.4. A volunteer's designated contact shall be central to applying the Problem Solving Procedure, as necessary.

7. Training, development and recognition

- 7.1. An accredited volunteer will be provided with training in order for them to carry out their assigned task. This will include orientation on the aims, objectives, values and policies of FWW and be delivered by the Development Officer or someone to whom this task is assigned.
- 7.2. Continuing training, as appropriate and agreed, will be provided by FWW in order for the volunteer to carry out their assigned task.

- 7.3. Volunteers will receive a letter of appointment, once an assignment is agreed, and be provided with an appropriate form of record of their volunteering should they request it. Any volunteer may request FWW provide a reference outlining their service with FWW.

8. Health and Safety

- 8.1. FWW has a detailed Health and Safety Policy, which constitutes part of this Volunteer Policy.⁴

9. Insurance of volunteers

- 9.1. FWW takes out insurance cover on behalf of all accredited volunteers, which shall apply from the date of accreditation until that volunteer's accreditation ends. The insurance cover includes:
- Public liability - if a volunteer causes injury or damage to property in the course of their volunteering, and a claim is made against them or FWW by a 3rd party.
 - Trustee liability - if trustees are faced with a claim against the charity for their actions as trustees.

10. Expenses

- 10.1. All volunteers are entitled to claim out of pocket expenses as set out in the FWW Expenses Policy.⁵

11. Problem Solving Procedure

- 11.1. FWW recognises that, sometimes, things go wrong, for example through breakdown of relationships between volunteers and/or staff, or over issues of how someone undertakes their volunteering. Whilst there is no contract of employment, and so no process of grievance and discipline for a volunteer, FWW has adopted a Problem Solving Procedure (PSP) to promote good relationships and mutual accountability. This is set out in the flow chart at Appendix A.

12. Sickness and leave of absence

- 12.1. If a volunteer is sick or needs to take time away from their regular volunteering assignment with FWW, they are asked to tell their designated contact so that appropriate support can be offered. This also allows FWW to consider cover for a task should a volunteer be unavailable for a longer period of time.

13. Volunteer Agreement

- 13.1. FWW asks all volunteers to sign a Volunteer Agreement, the purpose of which is to set out what a volunteer can expect of Faith at Work in Worcestershire, and the responsibilities of the volunteer in respect of following FWW policies and upholding its values and purpose. The Agreement should be signed by any volunteer undertaking a specific task on behalf of FWW before they begin their assignment, though if their assignment subsequently changes no new agreement need be signed. The Volunteer Agreement is set out in Appendix B.

⁴ See www.faithatwork.org.uk/about-us/policies/

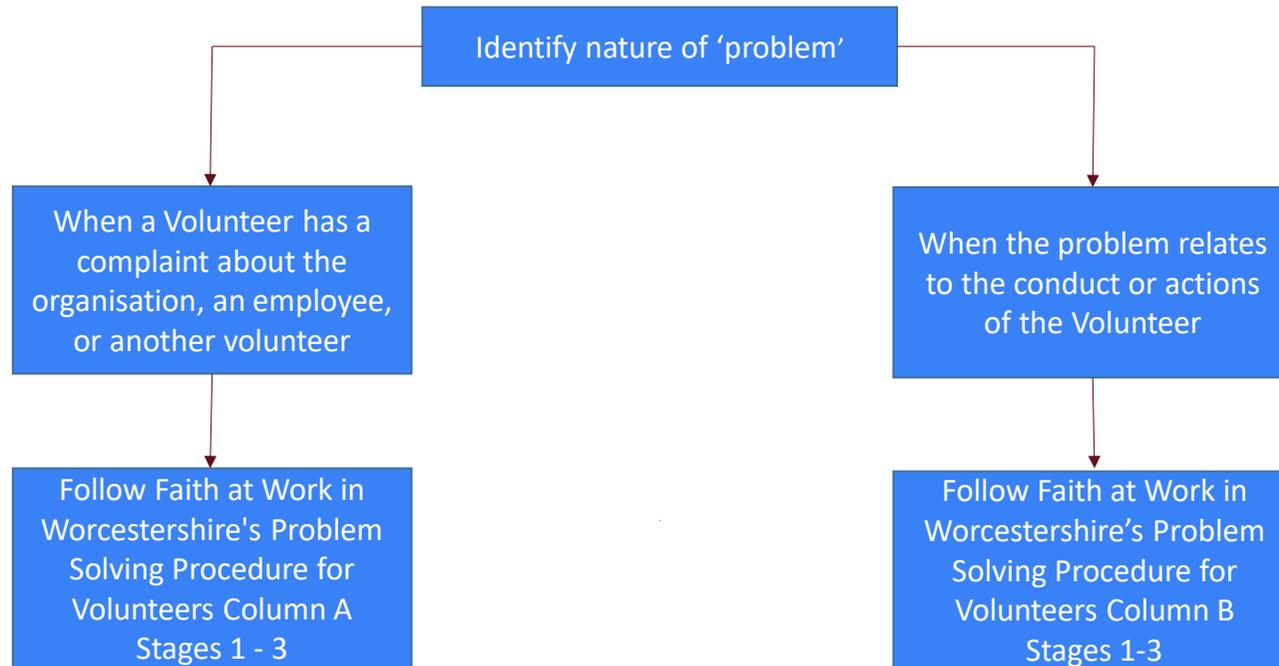
⁵ See www.faithatwork.org.uk/about-us/policies/

Appendix A:

**Faith at Work in Worcestershire
Volunteer Problem Solving Procedure**



www.faithatwork.org.uk



Faith at Work in Worcestershire Problem Solving Procedure for Volunteers Stages 1 – 3



www.faithatwork.org.uk

Aim: To deal with any problem that arises quickly and efficiently whilst ensuring all parties are dealt with fairly and compassionately

	Column A: When a volunteer has a complaint about the organisation, an employee or another volunteer	Column B: When the problem relates to the conduct or actions of the volunteer
Stage 1 Informal	The volunteer should request an informal discussion with their designated contact to share their concerns. The contact should seek to take the necessary action to resolve the matter quickly and efficiently.	The volunteer's designated contact should discuss the issue/complaint with the volunteer encouraging them to make the necessary improvement, offering any additional guidance, support and/or training required. Following this discussion the contact would summarise the agreements in e-mail to the volunteer.
Stage 2 Formal	<p>If the volunteer is not satisfied that the issue is resolved they should make a formal complaint in writing to their designated contact.</p> <p>The contact, after informing the FWW Development Officer, will undertake an investigation which, where possible, will include meeting with all parties concerned to aid in considering the complaint. All parties will have the opportunity to be accompanied at these meetings should they wish.</p> <p>If the complaint is against the volunteer's designated contact the volunteer should send their issue/complaint to the FWW Development Officer, or, if the Development officer is the subject of the complaint, the Chair of Trustees.</p> <p>The person dealing with the complaint will consider the case and provide a written report, including any decisions reached, to all parties involved.</p> <p>The aim is that this will be completed within 28 days of receiving the written complaint.</p>	<p>Where Stage 1 has been unsuccessful, the designated contact, after consulting with the Development Officer, should arrange a formal meeting, face to face where possible. The volunteer should be given the opportunity to be reminded of the problem and state their case or express their opinion.</p> <p>If required the designated contact should then expeditiously undertake further investigations by speaking with other witnesses or people involved.</p> <p>Once an investigation is completed the designated contact should arrange another formal meeting to communicate the outcome, also providing a written report and decision.</p> <p>A possible outcome is that the volunteer may be asked to end their volunteering with Faith at Work in Worcestershire, which shall be put in writing.</p> <p>The volunteer will have the opportunity to be accompanied at all meetings should they wish.</p>
Stage 3 Appeal	<p>If the Volunteer remains unsatisfied with the outcome they can choose to write, within 14 days of receiving the Stage 2 report, and appeal to the Board of Trustees. This should set out the issue and outcome of stages 1 and 2 and explain the grounds upon which they are unsatisfied.</p> <p>The Board of Trustees will allocate two suitable members of the board to hear the appeal, along with a third trustee to take notes. They will consider the case and uphold or overrule the Stage 2 decision.</p> <p>This is the final stage of the problem solving procedure.</p>	<p>If Stage 2 concludes with a volunteer being asked to leave Faith at Work in Worcestershire they will be offered the opportunity to appeal this decision. This appeal should be made in writing to the Board of Trustees within 14 days of the Stage 2 decision being communicated to them.</p> <p>The Board of Trustees will allocate two suitable members of the Board to hear the appeal, along with a third trustee to take notes. They will consider the case and uphold or overrule the Stage 2 decision.</p> <p>This is the final stage of the problem solving process.</p>



Volunteer Agreement

Name of Volunteer:

Date of agreement:

INTRODUCTION

This is an Agreement between the Volunteer named above (hereafter 'the Volunteer') and Faith at Work in Worcestershire (hereafter 'FWW'), the purpose of which is to set out what a Volunteer can expect of Faith at Work in Worcestershire, and the responsibilities of the Volunteer.

1. STATUS OF THE AGREEMENT

The terms of the Agreement are not legally binding upon either party, and this is not a legally binding document of any sort. It does not constitute a contract of employment, a contract for the provision of services and/or evidence of any such contract.

2. TRAINING AND SUPPORT

FWW will provide any reasonable training to the Volunteer, which they are expected to complete, to ensure that they understand and are properly equipped to perform the voluntary role that they undertake.

FWW will identify a person (another volunteer or staff member) to act as a Designated Point of Contact, providing support and assistance to the Volunteer in carrying out their designated role with FWW.

3. ASSIGNMENT AND HOURS

The assignment to a role with FWW will be agreed with the FWW Development Officer, and in conjunction with the Volunteer's Designated Contact, and may be revised by mutual agreement.

The Volunteer commits to undertaking the role to the best of their ability giving such time as is necessary to undertake, to a satisfactory standard, the assigned role. If for any reason the Volunteer is unable to undertake the role, either temporarily or permanently, they should inform their Designated Contact who will consider how to reassign the task, identify an alternative role for the Volunteer if appropriate or provide training and support to the Volunteer.

4. EQUALITY AND DIVERSITY

FWW is committed to equal opportunities and diversity and will not itself, nor expect any volunteer, to discriminate against anyone, on the grounds of:

- Age
- Disability
- Gender reassignment
- Married status
- Religion or belief *
- Pregnancy and maternity
- Race
- Sex
- Sexual orientation

** As a Charity committed to supporting the ministry of the Christian Church the acceptance of a volunteer to fulfil certain volunteering tasks – for example, as a chaplain – will be on the basis of their being a person in good standing with the church of which they are a part. This amounts to the equivalent of a ‘genuine occupational requirement’.*

Reasonable adjustments to support your role will be made where possible. reviewing each request on a case by case basis.

5. REIMBURSEMENT OF EXPENSES

Volunteers may claim expenses incurred in undertaking their volunteering with FWW, in accordance with the FWW Expenses Policy.

6. POLICIES AND BEHAVIOUR

FWW has adopted policies covering a variety of issues, which all Volunteers are asked to familiarise themselves with and adhere to in the course of their volunteering. These include policies aimed at;

- keeping the Volunteer and others safe (e.g. Health and Safety; Safeguarding)
- complying with regulations (e.g. Privacy and keeping other people’s data secure)
- undertaking assigned tasks to the best possible standard (e.g. training and personal development)

These policies are included within the broader FWW Volunteer Policy handbook. Volunteers are expected to support the purpose, ethos and values of FWW and uphold, in undertaking volunteering with FWW, the highest standards of honesty, Integrity, respect, courtesy and confidentiality.

7. ENDING OF RELATIONSHIP WITH A VOLUNTEER – TERMINATING THIS AGREEMENT

Either FWW or the Volunteer may terminate this agreement with immediate effect at any time. Volunteers are asked to give reasonable notice of at least a month that they intend to end their volunteering with FWW to allow for adjustment to assignments. Ending a volunteer’s assignment may arise as a result of applying the Problem Solving Procedure. (See PSP in the Volunteer Policy handbook)

Once a Volunteer’s task ends any equipment and ID badges should be returned to FWW.

Please sign below to confirm you have read and understood the Volunteer Agreement.

Signature _____

Date: _____

SIGNED on behalf of FWW

Signature _____

Date: _____ Name: _____

This document may be completed and returned by email, in which case a scanned signature may be used.