



Volunteer Policy¹

Including Appendix A: Volunteer Information File

- Section 1: Volunteer Details
- Section 2: Application Form
- Section 3: Role Description
- Section 4: Volunteer Agreement Form



¹ Adapted from CVS Cheshire East Volunteer Policy



Volunteer Policy

Introduction

BCC-Salford recognises the significant and valuable role that volunteers have in creating, implementing and enhancing our services and wider community. We believe that volunteering should be a worthwhile and rewarding experience for all who participate.

We intend to encourage, develop and support volunteer involvement in our work and ministry. For the purpose of this policy, a volunteer is a person who does voluntary work on our behalf, with voluntary work defined as: “Any activity which involves spending time, unpaid, doing something which aims to benefit someone (individuals or groups) other than or in addition to close relatives, or to benefit the environment” (helping out Survey volunteering England 2007).

Within BCC-Salford, volunteers serve on our Management/Trustees Group and help with the delivery of our services. Volunteers undertake supplementary and supportive tasks, complementing and not replacing the work of paid staff. BCC-Salford believes that our relationship with our volunteers is one of mutual responsibility and commitment within which BCC-Salford and our volunteers both have rights and responsibilities.

We hope that volunteers will enjoy their involvement and gain from it in terms of their own personal objectives. We expect staff at all levels to work positively with our volunteers and, where appropriate, actively seek to involve them in their work, complying with the procedures detailed below.

Purposes and Advantages of adopting a Volunteer Policy

This policy presents BCC-Salford with a framework of best practice and procedures, which we will follow when recruiting, selecting, managing and supporting volunteers. The policy will:

- recognise the respective roles, rights and responsibilities of volunteers and BCC-Salford;
- establish clear principles for the involvement of volunteers;
- give a framework for recruiting and supporting volunteers including people from underrepresented groups;
- commit BCC-Salford to identify and adequately meet the financial and personnel costs of the volunteer programme and to support volunteering through funding and other forms of help;
- recognise the contribution all its volunteers make in a range of ways .

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General

In involving volunteers we will be guided by the following principles of good practice:

- Volunteers receive specific role descriptions and volunteer agreements, ensuring they have clear expectations of their role.
- Volunteers have a named person as their main point of contact and are provided with regular supervision to consider progress, and discuss any concerns.
- Training and support will be offered to volunteers We ensure that volunteers feel part of the organisational structure by enabling them to contribute to our on-going development by attending staff information sessions and events.
- Information given to volunteers, and forms they are asked to complete, are clear and easy to understand.
- Volunteers are reimbursed for out-of-pocket expenses.
- Within resources currently available, BCC-Salford will try to meet additional equipment or support needs to enable disabled people to participate fully as a volunteer.
- We aim to identify and solve problems at the earliest possible stage; procedures are in place to deal with complaints either by or about volunteers.
- We do not regard volunteers as unpaid employees and do not expect volunteers to undertake inappropriate responsibilities or roles.
- All staff and volunteers are expected and required to follow our Equal Opportunities Policy and treat each other and all visitors with respect and fairness.
- Our Health and Safety Policy cover volunteers, and we take care not to expose volunteers to risks to their health and safety, and that of others: volunteers will have a member of staff on site with them at all times.
- There is no formal/legal agreement between BCC-Salford and its volunteers. When volunteers give their time for a given number of hours, this is entirely at their discretion.
- We will update our guidance in line with relevant changes in either law or in the scope of volunteer roles.

Identifying Volunteering Opportunities

If a member of staff identifies a new voluntary opportunity, they should, discuss the proposal and its implications, in terms of resources and support, with the Church and Community Development Minister.

A Volunteer Role Description will then be drawn up by the member of staff, who will be the main contact for the new role with overall support and oversight from the Church and Community Development Minister.

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Volunteer Role Description

Volunteer role descriptions ensure volunteers are clear as to what is required and expected of them and will minimally include:

- The volunteer's role title
- A list of tasks and responsibilities
- Times/days and location of volunteering activity
- Skills/experience that are required/desired/essential
- Whether the role is anticipated to be short term or ongoing
- The person who will be their main contact for some roles it may be possible for the volunteer to "build on" certain tasks once their confidence and experience has grown.

Recruitment

The recruitment process for volunteers will help establish whether potential volunteers and BCC-Salford meet each other's interests and needs. The process will include an informal interview and, for certain roles, an application form and taking up of references. The process will be in line with BCC-Salford's Equality and Diversity Policy and current legislation.

We seek to ensure we recruit volunteers that are representative of the community and the people who use our services.

Selection

The selection process for volunteers interested in volunteering for BCC-Salford will include:

- Invitation to an informal conversation at BCC-Salford where they will learn about the organisation and volunteer opportunities available
- An invitation to attend and observe a few relevant activities/sessions at BCC-Salford to get to know more about the organisation and discern with us which volunteer role(s) they would be interested in supporting
- Completing a volunteer Application Form (including two referees)
- Formal conversation with the named supervisor with support if necessary from the Church and Community Development Minister to complete the Role Description and Volunteer Agreement Form.

References will be accepted from suitably qualified people, who do not need to have been former employers, but should not be close relatives. Two references are required and no volunteer will commence a placement until both are received and are satisfactory. Any prospective volunteer, for whom this may prove a difficulty, should seek advice from the Church and Community Development Minister.

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Where a volunteer role requires a volunteer to undergo a Disclosure and Barring Service (DBS) check, if the volunteer has completed one within the previous 3 calendar months, we will not ask them to complete a further check but will request to see the original notification. We will also accept current DBS checks using the portability option if carrying out a similar role.

We reserve the right to request a further DBS check based on the applicant's criminal record or other relevant information may have changed since its issue. Having a criminal record will not necessarily be a bar to anyone who applies to be involved with our work and only relevant convictions will be taken into account when considering a prospective volunteer's application.

At any point in the selection process, if a potential volunteer is considered unsuitable for a role, the Church and Community Development Minister (or delegate) will explain their reasons to that volunteer.

Induction

All volunteers will receive an induction, determined by the Church and Community Development Minister and the named supervisor, which will be in keeping with the duration and nature of the volunteering activity.

All volunteers will have a named supervisor who shall be responsible for:

- Providing the volunteer with a written description of the volunteering role outlining specific and general tasks, responsibilities and who they will report to;
- Ensuring that volunteers are aware of their agreed responsibilities with regards to confidentiality. Volunteers are bound by the same requirements for confidentiality as paid staff;
- Organising a planned induction to BCC-Salford and the role(s) the person is volunteering for, ensuring volunteers are aware of the relevant policies, procedures and forms;
- Ensuring volunteers have adequate workspace, equipment and services necessary to perform their tasks effectively and safely;
- Arranging a short, trial period during which volunteers will receive training, support and feedback, including the chance for them to feedback their views and concerns. At the end of the trial, if it is decided that the volunteer is not best suited to the needs of BCC-Salford, an alternative voluntary role may be suggested and support will be given to find this. It is hoped that, if a volunteer considers a volunteer role does not fulfill their requirements, they feel able to withdraw their help without fear of embarrassment or discrimination;
- Making up and maintaining a confidential file for the Volunteer. The file will be held in a secure manner in compliance with the Data Protection Act/GDPR. The file should contain the application form, references, the volunteer agreement, induction

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record, record of the dates, times and activities undertaken, supervision record, training record and emergency contact details.

- Providing on-going support including one to one meetings on a regular basis

Volunteer Agreement

All volunteers will sign a Volunteer Agreement, which outlines the voluntary arrangement between the volunteer and BCC-Salford. It will also be signed by the BCC-Salford employee who will be the designated supervisor for the volunteer. It is binding in honour only and is not intended to be a legally binding contract of employment. This agreement is intended to be flexible enough to take account of changes in a Volunteer's circumstances or in the requirements of BCC-Salford.

Volunteer Expenses

BCC-Salford believes that no one should be at a financial disadvantage, through volunteering their time on a freely chosen basis, and is committed to meet, within resources available, reasonable out-of-pocket expenses incurred by our volunteers.

Note: All arrangements should be agreed with the Church and Community Development Minister beforehand.

Expenses may include:

- Travel between home and place of volunteering activity. This includes public transport or a mileage allowance. If traveling by public transport, the ticket must be retained, by way of a receipt. If the volunteer is using his/her own transport, a record of all mileage must be kept (a form is available on request).
- The mileage allowance paid will be concurrent with the general 45p per mile. Volunteers, claiming this allowance, must notify their motor insurance company and ensure their policy specifically includes "business use".
- Car parking charges for trips arranged by or agreed by BCC-Salford. The car park ticket must be retained, by way of receipt.
- Other out of pocket expenses during trips arranged by or agreed by BCC-Salford. Receipts must be retained.

Problem Solving

In any organisation, problems can sometimes occur and whilst it is hoped that this will not be the case, if there are any concerns volunteers should in the first instance speak to either their named supervisor or the Church and Community Development Minister who will try and resolve the matter informally. All complaints will be dealt with within 10 working days and treated in a confidential manner.

Volunteers will not be subject to BCC-Salford disciplinary procedures nor have access to BCC-Salford grievance procedures, both of which are for employees only.

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If there are concerns about the conduct or performance of a volunteer, their supervisor should investigate to find out what is happening. This includes talking with the volunteer concerned. If conduct or performance is unsatisfactory, the volunteer should be informed that they will be offered 'special guidance' for a period. The object of 'special guidance' will be to encourage improvement. If a volunteer does not meet our standards of performance or the steps we have taken to encourage them to improve do not work, the volunteer will be offered more suitable voluntary activities. If behaviour, which in BCC-Salford's view, is equivalent to gross misconduct has occurred, then the volunteer activity will be terminated immediately.

To exercise all relevant rights, queries of complaints please in the first instance contact Reverend Louise Kenyon via email at information@bcc-salford.org Volunteers can also speak with the Chair or another member of our Management Group to help resolve problems.

Ending Involvement

Although both BCC-Salford and a volunteer can end their volunteering arrangement at any time and without any notice, unless there is an emergency or misconduct, BCC-Salford will aim to give a volunteer at least 2 weeks' notice, hoping that they will offer the same to us.

The decision to ask a volunteer to leave or step down from their role will be a last resort. It might not be possible to keep a volunteer, for reasons nothing to do with the person's performance, due to, for example, a project ending, or limited finances. It may be necessary ask a volunteer to leave or step down from their volunteering role due to, for example, poor performance, misconduct, attendance irregularities, DBS issues or criminal convictions. Every effort will be made to ensure that the reasons for ending an involvement are clarified, recorded and shared with the volunteer.

Where a specific volunteer role within BCC-Salford has proved not to be suitable for a particular person, their supervisor and/or the Church and Community Development Minister will assist them to explore other options. At the end of a volunteer's time with BCC-Salford a volunteer may request feedback from BCC-Salford about their role and is also welcome to offer feedback about their volunteering experiences to BCC-Salford.

References

If asked, either during a volunteer's time with us or when it ends, we will supply a reference, based on a volunteer's service with BCC-Salford, indicating the skills and knowledge acquired as well as personal qualities observed.

Monitoring and Review

It will be the responsibility of the Supervisor(s) and the Church and Community Development Minister to ensure that the Volunteer Information File is in accordance with current legislation, best practice in relation to managing and supporting volunteers.



Appendix A

Volunteer Information File

Section 1: Volunteer Details and Application

Once an application form (Section 2) has been completed by the prospective volunteer, Sections 1, 3 and 4 should be completed by the Supervisor and signed off by the Church and Community Development Minister.

Volunteer name:	Contact details:
	Email:
	Phone:
Volunteer's address:	
Emergency contact(s):	
Name:	
Number:	
Name and relationship of reference 1:	Contact of reference 1:
Name and relationship of reference 2:	Contact of reference 2:
Have both references been received?	1) Date: 2) Date:

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Section 2: Volunteer Application Form

Please let us know if you would like any help to complete this form.

1. Personal Information		
Title:	Forename(s):	Surname:
Known as:		Date of Birth:
Home Address:		
Postcode:		
Phone number:	Preferred phone number if different:	
Email Address:		
2. Why would you like to volunteer? Please tell us why you would like to volunteer at BCC-Salford		
3. Are there any skills or experience you hope to gain through this volunteering opportunity?		
4. What sort of volunteering activity would you like to offer? E.g. Chatting with people, cleaning, maintenance, helping in the kitchen		
5. What skills or qualities do you think you would bring to the role(s)? E.g. Have worked in a care home, I like to chat with people, I love being outdoors		



6. Relevant experience

Please provide details of any **relevant previous experience** you may have (paid or voluntary), including dates/year wherever possible. *Continue on a separate sheet if needed.*

Role: Responsibilities: Name of company/organisation: Date(s): Other information:	Role: Responsibilities: Name of company/organisation: Date(s): Other information:
Role: Main responsibilities: Name of company/organisation: Date(s): Other information:	Role: Main responsibilities: Name of company/organisation: Date(s): Other information:

7. Qualifications and Training Information

Please give details of any relevant training and qualifications which you feel equip you for this volunteer role. E.g. Food hygiene certificate, first aid, social work, counselling, play work
Please include date or year where possible.

8. Health Information

Please provide information about any disability or health issue that we should be aware of so that we can identify what support or reasonable adjustments we can provide for you to undertake volunteering duties safely.

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9. References

Please provide details of TWO personal referees here. Referees must be over 18 and not be family members or close relatives.

Reference 1 Name:	Phone number:
Address (including postcode):	Email Address:
In what capacity do you know this person?	
Reference 2 Name:	Phone number:
Address (including postcode):	Email Address:
In what capacity do you know this person? E.g. Friend, Co-worker, Neighbour, Teacher	
10. Declaration	
I confirm that to the best of my knowledge the information I have provided on this form is correct and I accept that providing deliberately false information could result in my termination of my role as a volunteer.	
I understand that any offer of appointment to a volunteering role is subject to satisfactory references. ² I understand that if I am appointed to a volunteering role there will be a settling in period and that I will be expected to complete a volunteer induction and relevant training for the role(s).	
Signed:	Print Name:
	Date:

**Thanks for your help.
Please hand to the person who gave you this form.
We'll be in touch soon 😊**

Or post to the 'Church and Community Development Minister',
BCC-Salford (Naz Community Hall), Great Clowes Street, Salford, M7 1ZQ

Or email to the Church and Community Development Minister
information@bcc-salford.org

² Certain roles may also include the satisfactory completion of a DBS (Disclosure and Barring Service) check.

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Section 3: Volunteer Role Description

Title of role:	
Main purpose of the role (To help make the Café a welcoming and safe place for everyone who visits):	
Tasks (what you will be doing): <i>For example:</i> <ul style="list-style-type: none"> • Meeting and greeting people to make them welcome • Chatting to people during sessions and helping everyone to feel at ease • Looking out for visitors who are on their own and seeing if they want someone to talk to or if they're happy alone • Making tea and coffee for visitors when particularly busy • Following all the policies and procedures of the Café so that everyone is safe 	
Skills/interests needed (e.g. food hygiene certificate, friendly, experience of and enjoys working with older people)	
Training offered/needed:	
Time commitment suggested:	
Main location of volunteering role(s) (e.g. Café, kitchen, Food Pantry, garden):	
Reporting to:	
Is a DBS or other check needed for this role(s)? YES/NO <i>If a DBS check is needed, please seek advice from the Church and Community Development Minister before the volunteer starts their role(s).</i>	
Support you will be given:	
Agreed expenses (e.g. bus fare, PPE): (Note, all expenses need to be approved by the Church and Community Development Minister)	
Induction date(s):	
Start date:	End date:

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Section 4: Volunteer Agreement of Expectations

Welcome to the team! 😊

At BCC-Salford we want to enable people use their skills, talents and experiences in support of all participants in our activities and so want to work in a way that is respectful and life enhancing for everyone.

All we do here is our collective responsibility, all our volunteers use different skills, experiences and ideas to make BCC-Salford a warm, friendly, and safe place.

Therefore, BCC-Salford:

- Respects volunteers as an important part of our organisation/church
- Will give volunteers training and support so that they know what they are doing and can do it safely
- Will tell each volunteer who they will be supported by and accountable to
- Will pay out of pocket expenses *as agreed* (expense form is available and a receipt or evidence of expenses are to be submitted by volunteer)
- Will keep personal information confidential
- Has public liability insurance to cover volunteers against injury while volunteering and any claim by a member of the public
- Will treat volunteers fairly and in line with our *Equal Opportunities Policy* and current legislation.

As a volunteer for BCC-Salford, I agree:

- To do the tasks I have agreed to do as well as I can
- That as a representative of BCC-Salford I will treat all those I deal with kindly and respectfully
- To follow any policies and instructions used by BCC-Salford
- To do any training that is needed for my role
- To accept support and guidance for my role and cooperate with those responsible if there are any problems that need resolving
- To let BCC-Salford know about any circumstances or issues that might affect what I can do, so that support can be offered where possible
- To let BCC-Salford know if I am unable to volunteer at a time that was agreed.

Signed (Named Supervisor):

Signed (Volunteer):

Signed (Church and Community Development Minister):

Date:

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Related policies	<ul style="list-style-type: none"> • Volunteer Policy (Volunteer Details, Application, Role, Agreement) Document • Equality and Diversity Policy
Lead contact	Church and Community Development Minister