



The Parish of Christchurch

Christchurch Priory – St George at Jumpers – St John at Purewell

Volunteer Policy

Scope

This policy covers all volunteers volunteering for the Parish of Christchurch.

Introduction

The Parochial Church Council of Christchurch hereafter called the PCC is the body of the Parish of Christchurch responsible for all decisions and local direction of the churches within the parish, and mainly consists of elected members who give their time freely to create an effective decision-making body to ensure the smooth running of the parish in all its endeavours and activities.

The Parish of Christchurch is an ecclesiastical parish with 3 living churches offering differing styles of worship. Its purpose is primarily to continue the 1000 years of prayer and worship that has been offered in Christchurch.

As a Christian Community we are mindful of the privilege of living with a Greater Church which offers opportunities of outreach and culture beyond many parish churches. We set out to be welcoming, inclusive and mindful of the stewardship of our heritage and try to open The Priory Church every day to welcome visitors and to provide an interesting and informative visit.

It relies mainly on volunteers to support activities that have been initiated by or agreed with the PCC.

This volunteering relationship is based on trust and does not involve the obligations associated with employment.

We recognise and value their skills and experience in allowing us to continue to offer our wide range of worship and community activity.

Volunteering opportunities

We aim to offer a wide range of volunteering opportunities to ensure that the experience is interesting and rewarding.

We value the contribution made by all our volunteers and are committed to involving volunteers in appropriate positions and in ways which are encouraging, supportive and which develop volunteering.

We value the differing skills and expertise that our diverse volunteers bring, and seek to use these in the best way.

Equal Opportunities and Diversity

The PCC of Christchurch is committed to equal opportunities and values diversity.

We recognise and value the individual character and unique contribution of each volunteer and will try and accommodate all levels of mobility, however we also recognise the limitations of the ancient Priory Church which does provide access difficulties which are insurmountable at the present, for example the Great Quire, which is only accessible by steps.



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Recruitment and selection

We will try and place volunteers in situations which make the best use of their skills and personal attributes and to this end all new volunteers will be invited to an informal discussion/chat before placing them within a team.

We will abide by all relevant legislation e.g. on Data Protection and the Protection of Children and Vulnerable Adults.

All potential volunteers will be asked to complete a registration form and provide 2 references.

Role

We aim to provide a written role description for all our volunteers. This will describe the time, commitment, skills, qualities and prerequisites (e.g DBS requirement) as well as the types of activities volunteers will carry out.

Induction and training

We aim to offer each volunteer induction training as soon as is practical after beginning to volunteer. This may be on a one to one basis, or as part of a group.

Following induction, volunteers may have regular support meetings, either one to one or in groups, to discuss progress, identify areas for development, or to address any issues. Written notes of these discussions may be held within the individual volunteer's records in accordance with data protection requirements. These records can be shared with volunteers at any time at their request.

We may from time to time offer other training opportunities or briefings to reflect changing needs, legal requirements, and support requirements. (e.g. for Health and Safety, Fire Procedures, Safeguarding or Data Protection). Notes may be taken during these meetings and held with other volunteer records to enable us to learn from and improve our volunteering experience.

Supervision and support

We will endeavour to identify for each group of volunteers a person who will be considered a supervisor for that group of volunteers. This person will be the first line of support where a volunteer has a problem or complaint and may from time to time carry out evaluation of the volunteering experience. Volunteers will have the right to discuss any concerns they have with their supervisor

Expectations

Volunteering in the Parish of Christchurch is a serious commitment and we need to be able to rely on our volunteers to carry out their designated work. If they are unable to fulfil their designated time slots, we expect them:

To try to arrange a swap of duties with another person on their rota and to communicate this with their supervisor. If this is not possible they must inform the vergers or parish administrator as soon as possible.

To display loyalty and respect for the churches, the staff, other volunteers and visitors.



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To follow procedures and standards adopted by the PCC, including policies for safeguarding, health and safety, equal opportunities, data protection and lone working procedures.

To be a good ambassador for the parish, and to avoid behaviour or actions which may be detrimental to the Parish's reputation and work. This includes maintaining confidentiality of information and not expressing adverse views in the media.

Expenses

Out of pocket expenses can only be claimed for things which have been previously agreed with the PCC of Christchurch, such as out of pocket travel expenses, or specialist equipment as previously authorised, such as support for the Gift Aid database programme operated by the Gift Aid Officer.

Tea and coffee may be purchased at a discounted rate during your duty shift in Cloisters Café during café opening hours and you may be expected to provide some proof of your volunteering, such as a volunteer badge.

Health and safety

The PCC of Christchurch has a responsibility for the health and safety of volunteers. Our Health and Safety Policy covers all volunteers. This policy should be read in conjunction with Parish Health and Safety Policy. Copies can be made available on request, or can be viewed at <https://www.christchurchpriory.org>

Insurance

The PCC of Christchurch has Insurance with Ecclesiastical Insurance Company and this covers all volunteers for public liability and personal accident up to the age of 80 years old. If volunteers volunteer beyond this age they should be made aware of this insurance limitation. To this end we will request their date of birth, in order that we can remind them when appropriate, and them to certify that they are aware of the personal injury limitation of our insurance.

Confidentiality and data protection

The PCC has regard for the current laws concerning data protection and has a nominated Data Protection Officer.

Data will be collected from all volunteers to allow the PCC to know who its volunteers are, and will include basic information on Name, Address, Emergency contact details. Some groups of volunteers will need to provide further information depending on the type of work they are undertaking (e.g those in contact with children, or money handling.) It may also include information on training and evaluation for its volunteers.

The personal data you supply will be processed in accordance with the PCC of Christchurch Privacy Policy, which can be found on the website at www.christchurchpriory.org. or see the Data Protection Officer. The data will be used for administering volunteers, Church Membership and informing you of Church or parish events. It will not be shared outside the Church without your further consent. If you do not give your consent at this time, we cannot contact you. You may revoke your consent at any time.

To change your consent, see the Privacy Policy or contact the Data Protection Officer.



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Safeguarding

This means measures taken to protect Children and Vulnerable Adults. This policy should be read in conjunction with the Parish Safeguarding Policy, which is available to view at <https://www.christchurchpriory.org/parish/safeguarding>

The PCC has appointed a Safeguarding Officer. All matters of concern relating to Safeguarding should be referred directly to him, and will be treated with absolute confidence. Training will be offered where required.

Problem solving

Where a problem is raised, for example, by a volunteer or about a volunteer, we will endeavour to resolve this using a range of options including our complaints process, codes of conduct and support mechanisms.

Monitoring and review

Overall responsibility for the carrying out, monitoring and review of the effectiveness of this policy and associated procedures rests with the PCC, but may be delegated to the supervisors of the groups of volunteers.

Implementation and adherence to this policy is the shared responsibility of the PCC, all staff and volunteers within the organisation.

This policy was agreed by the PCC of Christchurch on 1st February, 2018, and will be reviewed initially in May 2019, or sooner if appropriate and regularly thereafter.