

# **All Saints**

## **Volunteer Induction Pack and Policy**

All Saints  
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BIRMINGHAM  
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## *All Saints Values*

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

"The Kingdom of God is like a grain of mustard seed which someone took and sowed in the 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 Anglican Communion, a part of the Body of Christ on earth. We exist because of the love of God shown to us in Jesus Christ and the Kingdom of love, justice and peace he proclaimed. We are growing and developing in faith, sustained by the Holy Spirit.

### The Trunk...

#### **the worshipping community**

We recognise that worship and mission go hand in hand; the worshipping community is a community of justice and peace and is open to all.

We worship together as companions, drawn from all ages and backgrounds, on a journey of faith. We meet to celebrate the Eucharist; we also creatively use other forms of worship, expressing our faith in inclusive language.

Our worship draws on the rich Anglican heritage with flexibility and openness. We recognise the contribution to it of art and music drawn from many sources and cultures.

Through preaching and a variety of opportunities to learn, we study the Bible, address current concerns, and in discussion and prayer encourage one another to live out our faith in our everyday lives.

Clergy and lay people share the task of leadership, acknowledging the equal ministry of women and men. We recognise that the work and service of Christ belongs to everyone. We aim to be welcoming to all. Children, young people, the elderly and refugees have a special place in our life together.

We seek to support one another, helping each person to realise their gifts and caring especially for the sick, the house-bound and those in distress.

We aim to meet the costs of maintaining church buildings and clergy for the sake of God's mission in Kings Heath and beyond.

### **The Branches.....**

*relating locally and globally*

Our prominent buildings on the High Street and the work of our Community Development Project are a sign of our responsibility to proclaim the Gospel and express the love of God for everyone. We seek to serve the local community, especially the old, the young, refugees and others who are vulnerable, directly through groups we sponsor and indirectly by supporting schools and other caring agencies.

*relationships*

We follow the example of Jesus by affirming Christian love and 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, including same-sex relationships. We protest against abuse in all relationships.

**resources**

We use our time, money and abilities responsibly so as to care for the earth, relieve suffering, confront injustice and help others, both locally and globally, in equitable relationships of mutual trust and learning.

**daily life**

We 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 the truth we are in relationship with Christians of other denominations, with people of other faiths and with all who work for justice and peace. We see God at work in all creation, especially in human creativity and particularly the arts and sciences, through which our humanity is deepened, enlarged, fed and challenged.

**the future**

Conscious of changing patterns of life around us, we ask God to lead us into new expressions of worship, ministry and mission.

*First Revision, adopted March 2008*

## **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 or access to our policies and procedures.**

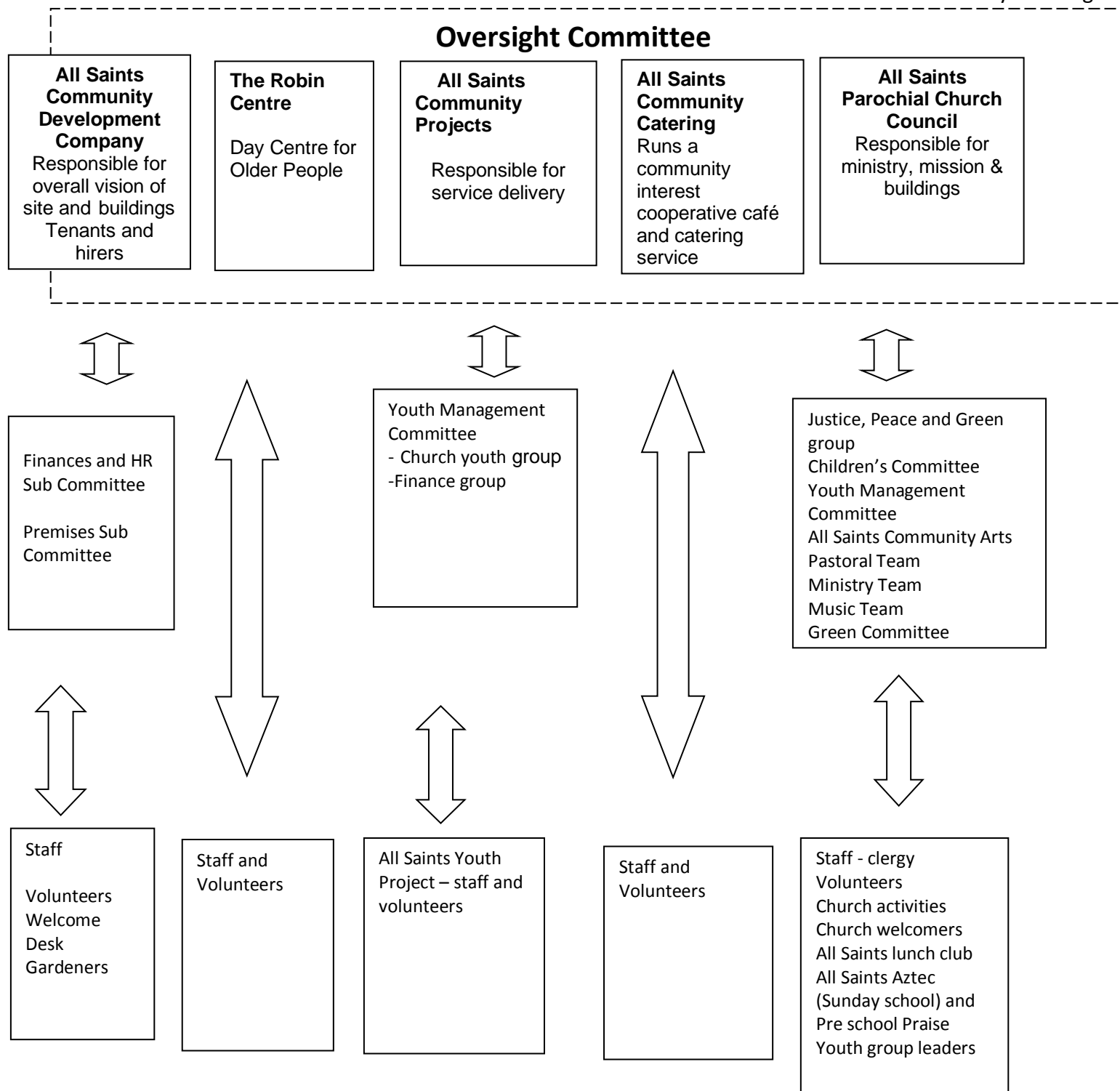
Volunteers are important to our work and the delivery of our service We hope that you will find your time with us as a volunteer rewarding and enjoyable.

There are many different opportunities to volunteer with All Saints. These include  
All Saints Community Projects  
The Youth Project  
The Robin Centre for Older People  
All Saints Community Development Company  
On the village square  
All Saints Church  
In All Saints Lunch Club  
All Saints Community Catering – in All Saints 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, the role you may take and your age (if under 18)

## Organisational Structure of the Family of All Saints

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 wider society by the 'family' of All Saints: All Saints Parish Church, All Saints Community Development Company, All Saints Community Projects, the Robin Centre and All Saints Community Catering.



Volunteer Policy

All Saints Community Development Company  
All Saints Community Projects  
All Saints Community Catering  
The Robin Centre

All Saints Parish Church

## **VOLUNTEER POLICY**

This policy relates to all volunteering that take place in All Saints Parish Church, All Saints Community Development Company, All Saints Community Catering, The Robin Centre and All Saints Community Projects (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. This offer to volunteer can be done through the expression of interest form available from the welcome desk.

An informal interview will take place. At this interview available volunteering roles will be discussed. and if appropriate an application/agreement form completed or taken away to be completed

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, the completion of the application form and the completion of child protection procedures and references (Note: DBS checks will be taken out if applicable to the role).

If you do need a DBS then you will only be able to work under direct supervision until your

it 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. Some roles will require appropriate qualifications.

All volunteers will be informed whether they have been accepted as a volunteer or not. When a volunteer is deemed unsuitable for the post, constructive feedback will be offered.

### **C. Induction**

All volunteers will receive an induction

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

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.

If you have any additional needs then please tell us so that we can support you and make reasonable adaptations to processes if necessary.

Volunteers will be required to carry out safeguarding training on-line at the earliest opportunity. (if in contact with children or young people and/or vulnerable adults).

### **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**

Appropriate induction training will be offered to all volunteers.

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

## **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.

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.

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.

Staff should cooperate with any college/school requirements if students are accepted on placements/work experience as agreed with the college/school

## **I. Volunteer Agreement**

All volunteers will be asked to sign a application/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, Safeguarding policies and any other relevant policies.

## **L. Behaviour Management**

All volunteers are responsible for helping to maintain a safe environment for workers, users, vulnerable adults, 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 or difficulties with this then they should be discussed with the manager/leader

## **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 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 adult has a duty of care. 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.
- 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/ or appropriate member of staff.
- If become unsure of their own safety, for whatever reason, whilst volunteering for All Saints they should inform the manger/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 and Behaviour Management Policy

## **P. Child Protection and safeguarding**

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 'Safeguarding and Child Protection policy and procedures'.

All volunteers are expected to work within these 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/leader.

## **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. This does not include travel to or from the project except in exceptional circumstances.

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 will be asked not to make or receive calls and texts or use your mobile phone except in emergency situations.

Volunteers are not permitted to access the internet at All Saints on their personal devices

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

Volunteers must not put anything, including photographs, on social media about All Saints without permission

See appropriate Creating a Safe Environment Guidelines and Photographs and Filming, and IT policy

## **W. Photographs and Videos**

Photographs include those take by cameras or mobile phones

Volunteers must never take, upload or share photos or videos within the project on their personal cameras or phones

See Creating a Safe Environment Guidelines and Photograph and Filming, and IT policy

## **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 manager/leader of the All Saints organisation they are volunteering in. If this does not resolve it then they should use the user 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 All Saints organisation that the volunteer is working in. They will investigate the complaint and, if necessary, use the User 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 within 4 weeks. The Board 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/leader will set up an appropriate alternative.

In our policies:

- 'All Saints organisations' refers to the 5 members of the All Saints family
- 'Board' refers to the Boards, committees or legal entities that govern those All Saints organisation.
- 'Manager/leader' refers to people who are in charge of various activities across the All Saints organisations. They may be paid staff or volunteers

**Policy reviews to be carried out by representatives of All Saints Parish Church, All Saints Community Development Company, All Saints Community Projects, All Saints Community Catering, The Robin Centre**

**Name of Policy**.....

[illegible]