Introduction

This template PCC volunteer handbook is designed so it can be adapted for use by any PCC.

There are a few generic terms in this template that can be amended to your local context (e.g. ‘supervisor’).

If you have any questions or anything crops up that you aren’t sure about please do contact the Diocesan HR Team for advice and support

 [hr@sheffield.anglican.org](mailto:hr@sheffield.anglican.org)

Please delete this page from your handbook when you are happy you have your PCC complete document, and just keep our contact details to hand.

Leo Colson, HR Manager

Volunteer Handbook

**A guide to volunteering within the**

**parish of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Volunteer Handbook Review Details**

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# Welcome

Welcome to our Volunteer Handbook which is designed to help you navigate some of our practical day to day policies and practices.

No matter how long you may have been with us, this volunteer handbook is a go-to resource of information which will either refresh what you may already be aware of, or will help you navigate where information and guidance can be found.

We greatly value the time and commitment offered by all our volunteers and we welcome your contributions, ideas and suggestions too. There are so many different roles that volunteers undertake in the Church and we will work with you to ensure you are recruited appropriately to the role you hold; have any training that is required; and feel welcomed and supported as part of our team!

All our volunteers should make themselves familiar with this Handbook, and we will notify you of any changes.

[ADD CUSTOM STATEMENT]

[NAME & TITLE OF PERSON RESPONSIBLE FOR HR]

# About [PCC NAME]

[INSERT VISION STATEMENT]

Or you may like to include here something about the Church from your website etc.

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# Induction & Introductions

Whether you are already familiar with us and our ways, or relatively new to us, an induction process is always important either to refresh what you may already be aware of, or to introduce you to!

An induction process usually includes the following:

* Welcome and information
* Meet and greet with colleagues
* Tour of things like fire exits, first aid and emergency procedures
* Instruction on any equipment to be used
* Health and Safety guidance
* Safeguarding guidance
* Where a role is subject to safer recruitment processes (e.g. references, DBS check etc)
* Lines of reporting or for communication
* Any emergency contact details that would be useful for us to have
* Review of your time commitment to your volunteering role with us – so we know when you are available
* Any required paperwork (driving licence and insurance for example)
* A run through of the tasks and role you will be undertaking and any rota that you may be on (this may have a simple role description that you have already seen to review together so expectations are clear at the outset).
* Instructions or information about any particular equipment you may need to use.

# Volunteering with us

There are some key things to be aware of and familiar with:

Tasks, Role, and Time commitment

* We will provide you with a role description or task list and, following the recruitment process appropriate to the role, we will confirm together the time commitment you are able to offer from the outset.
* As part of our team if you are unable to be at any of your duties, we ask that you let us/a colleague know as soon as possible, so that any cover arrangements can be arranged, and any pastoral support offered to you.
* We will run through of the tasks and role you will be undertaking and any rota that you may be on (this may have a simple role description that you have already seen to review together so expectations are clear at the outset) along with any particular equipment or other information you will need to learn, know about, or be aware of.

Health and Safety

* Like all organisations and venues, we recognise that there are key issues of health and safety that are important for the safety and wellbeing of everyone.
* Where there are key health and safety things to be aware of in your role, we will make sure that any risk assessments and general information is readily available.
* Please make sure you are aware of our emergency procedures in the event of fire, evacuation, accidents and accident reporting, first aid needs.
* Your role may include specific elements such as lifting, carrying, food and drink preparation/serving, working at a height, driving for us, using cleaning materials, all these things will have careful arrangements to help the wellbeing of everyone in their role so please do make sure you are familiar with anything related to these as appropriate.
* Training will be offered appropriately to your role, some training may be mandatory, other training may be to raise awareness more generally.
* Smoking and vaping are not permitted on Church premises or in church meetings at any time.
* No drugs or alcohol should be brought onto Church premises (any alcohol linked to Church social events should follow the arrangements for that event).

Serving and Preparing Food and Drink

* There will be clear guidance on what utensils to use for different foods, please do make sure you are aware of these.
* For some preparation and serving, we may ask you to complete a H&S Food Hygiene Certificate.

Cleaning Products

* Whether related to washing up and cleaning up, or cleaning more generally – we will supply appropriate products, gloves etc. These will all be stored and labelled appropriately.
* For some cleaning duties, we may ask you to complete a H&S COSH training certificate. Please do let us know if you require anything specifically.

Standards of Behaviour and Conduct

* We have high expectations of the conduct of all of our volunteers and expect the commitment of everyone to treat each other with respect and courteously at all times.
* Where there are concerns or poor conduct and attitude, we encourage people to call this out so it can be addressed appropriately.
* We hope that most concerns can be resolved in the spirit of reconciliation and learning. Where this isn’t possible we may follow a process of:

- Verbal warning

- Written warning

- Suspension from your role

- Terminating your volunteering role with us

Confidentiality and Data Protection

* We will need to keep some information about you such as your contact details and address, and any emergency contact details.
* All information is only kept for church reasons such as training records, health and safety records, rotas where people may want to swap with each other or arrange lifts etc. Please do check out our data privacy notice.
* If your role reaches a DBS and safer recruitment threshold we will keep those records within the national Church of England guidance provisions.

What to Wear

* There may be an appropriate uniform, apron/tabard, lanyard, or similar that is appropriate for some volunteers. Please do wear other comfortable and appropriate clothing and footwear for your role.

Dealing with Challenging Situations - Emergencies

Whilst rare, it is possible that you may encounter a challenging situation.

* If anyone becomes aggressive or violent, remove yourself from the situation as soon as you are able and call 999.
* Do not put yourself in harm’s way.
* If there is a medical emergency either seek first aid assistance immediately if that is appropriate; or call 999. (We always try to have a trained first aider on site, but it isn’t always possible).
* Please report any incident or emergency to a senior person immediately so that appropriate follow up, reporting, or pastoral care can be organised.
* If a fire alarm sounds, leave through the nearest exit and congregate in the appropriately designated space (please see our fire evacuation and emergency details poster).
* If you are able to assist anyone with accessibility issues to leave the church or premises please do, but if you are unable to let the emergency services or another colleague know immediately.

Dealing with Challenging Situations - Complaints

* Although rare, there may be times when you are faced with someone making a complaint about something. Always be calm and reassuring, and let the person know you will pass on their complaint to the right person.
* If you are able to take down any contact details you can reassure that person that someone will be in touch with them – then add any notes of what was said so you can pass this information on.
* If you have a complaint or concern about anything related to your volunteering with us or anything you become aware of please do feel confident in raising this with a Churchwarden, the incumbent, or an appropriate supervisor/line manager as appropriate.

Being asked for money or other support

* The PCC policy is not to give money to individuals. If anyone approaches you asking for money there are a range of local service they can be signposted to. Please do let them know you will find out what those are, and seek a colleague to help you share that information.
* (Some churches do run food banks, larders, support for people who are homeless or experiencing other challenges – there will be policies and practices, in place for working and volunteering in this context).

Safeguarding

* We champion the highest standards of safeguarding practice. Please do make sure you have read our public church safeguarding policy and know how to respond to and report any concerns raised. You may be asked to sign to agree that you have read and understand our safeguarding policy and practices.
* If you are unsure please seek urgent advice and support from the Parish Safeguarding Officer.
* We always ask our volunteers to undertake mandatory Church of England safeguarding training which is refreshed at least every three years. Failure

Insurance

* Our church/PCC insurance policy covers our volunteers while they are on our premises or engaged in work as a volunteer.
* It is the responsibility of volunteers to inform their own motor insurance company if appropriate if you are using your car in the course of your volunteering.