

KING'S LYNN CHRISTIAN FELLOWSHIP

ALSO KNOWN AS THE KING'S CENTRE

MANAGING VOLUNTEERS POLICY

The trustees recognise the enormous contribution made by volunteers and the additional voluntary work undertaken by employees. The trustees will seek to hold in balance the needs of the church and the wellbeing of employees and volunteers.

Appointment of volunteers

When a person volunteers to help or take responsibility for any aspect of the work or ministry of KLCF:

- the potential candidate & requirements of the role will be discussed with the department supervisor, and if appropriate the trustees, depending upon the responsibility of the role
- the role and responsibilities will then be discussed with the candidate. The volunteer will be responsible to a more experienced volunteer, department head or trustee who will assist and monitor the activities of the volunteer.
- training will be given to the volunteer where appropriate
- trustees may determine that for certain activities or areas of ministry it will be a requirement that the volunteer is a member of KLCF or, if under 18, a child of a member of KLCF

Volunteers working with children

- All adult volunteers will be DBS checked
- All volunteers will operate in accordance with the KLCF Safeguarding Policy

Expenses for volunteers

Volunteers are not paid for their time but will be paid for any out-of-pocket expenses. These expenses could include:

- items required for church events
- travel
- essential equipment, such as protective clothing

Volunteers should provide receipts for any expenses they incur.

Insurance to cover volunteers

The KLCF insurance policies will:

- include volunteers
- cover the activities of volunteers

Boundaries between paid staff and volunteers

- KLCF will keep appropriate boundaries between their paid staff and volunteers, while endeavouring to ensure both are valued equally. While the volunteers at KLCF do not have the same employment rights as staff, KLCF will make sure that volunteers are treated fairly and consistently.
- Anything that could be seen as a payment for work, for example, paying expenses will be for genuine reimbursement of out-of-pocket expenses rather than a regular amount.
- Exceptional discretionary gifts may be given to a volunteer, but this would be as a token of appreciation rather a true reflection of the work undertaken.
- Training offered will be linked to the role of the volunteer, rather than a general perk or enticement to volunteer.
- Phrasing to volunteers will be in terms of expectation rather than obligation.
- For significant roles a volunteer agreement may be appropriate, but this would not constitute a job description.

Suitability for the role

- If a volunteer ceases to meet the requirements for performing the task they will be asked to step down from that role.
- Health checks may be required if the role demands physical activity.
- Should the trustees have concerns over the suitability of the person, they will be removed from their role.

Problem solving and complaint procedures for volunteers

- Should the volunteer have a complaint or issue with the role, in the first instance this should be taken to the department supervisor.
- Volunteers are at liberty to use the official Complaints Policy.