

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 volunteer and requirements of the role will be discussed with the Team Leader, and if appropriate the Leadership Team and Trustees, depending upon the responsibility of the role
- The role and responsibilities will then be discussed with the potential volunteer, and this could be followed by a trial period under supervision
- The church is currently developing Volunteer Agreements; these will be provided for all volunteers
- Support and appropriate training will be given to the volunteer
- 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 and vulnerable adults

- Volunteers will be DBS checked where appropriate
- All volunteers will operate in accordance with the KLCF Safeguarding Policy

Expenses for volunteers

- Volunteers are not paid for their time but may be paid for agreed out-of-pocket expenses.
- 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 than a true reflection of the value 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.

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.

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 Team Leader or Support Lead.
- Volunteers are at liberty to use the official Complaints Policy.