



Volunteer Handbook



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Welcome to the Team!

We trust that you will enjoy volunteering at Maybridge, and see the valuable contribution you're making to fulfilling the vision of the church. We hope you will love volunteering; that you feel valued, part of a team, and that it is all part of your journey of faith.



Our strength depends on us working together as a team. We all have varied roles, but are dependent on each other. So we've compiled this Volunteer Handbook (and accompanying Policies and Procedures) to make sure you have all the information you need to volunteer, and our wonderful team is as strong as it can be.

Of course, as the church grows and develops we may make changes to how we do things, but we will keep you informed as and when this happens. We always want to keep everyone on the same page.

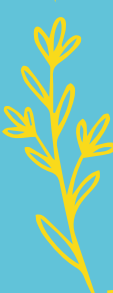
If you are unsure of anything, please speak to your team leader. And you can always get in touch with me if you have any questions.

Gay Jacklin, Volunteer Co-ordinator




How we approach volunteering

Volunteering at Maybridge Community Church is an outward demonstration of our shared vision and values...



OUR VISION is to build a vibrant church community that resolutely follows Jesus and extravagantly shares the goodness of God.



Volunteering is an opportunity to follow Jesus by contributing to the church community and sharing the goodness of God.

OUR VALUES

WE DO LIFE TOGETHER

Volunteering is an opportunity to share our lives in authentic relationships, in good times and bad, in supporting and challenging one another in love.

WE'RE HERE FOR YOU

Volunteering is done with compassion, openness and approachability, where we build Maybridge into a safe place to find help and support. Our focus is outwards to the transformation of our wider community.

WE GET STUCK IN

Volunteering is the chance to serve others, go the extra mile to make a difference in our local communities, take initiative, get involved in the life of the church and help empower projects around the world.

WE'RE ALL ABOUT JESUS

Volunteering is an opportunity to put Jesus at the heart of everything we do, to deepen our relationship with Him, to prayerfully follow where He leads us, and to passionately communicate why He's good news for everyone.

How we recruit volunteers



WHO CAN VOLUNTEER?

Short answer: anyone and everyone!

We are open to volunteers from all walks of life, and try to find the 'best fit' for each individual. All volunteers need to work within our vision and values and be able to represent the Christian views of the church (some roles may be better suited to people who can answer questions about the Christian faith).

We welcome young volunteers (those under the age of 18) with parental consent, and will adapt our approaches to ensure they are supported and safeguarded, as well as finding their contribution fulfilling. If adult volunteers need additional support, we can discuss this on a case by case basis.

THE PROCESS

You will be treated individually in regards to skills, personality, time availability, level of responsibility etc. We take recruitment seriously to safeguard all people we work with. This will include:

- ☀ An initial conversation
- ☀ An opportunity for both you and the team leader to 'look and see' to make sure it's right for both of you to proceed
- ☀ You complete a volunteer application form, so we can see your skills, interests, experience, training etc. and get references
- ☀ You sign a declaration to agree to work within our vision, values, safeguarding and other related policies
- ☀ If working with children, young people or vulnerable adults, you'll need to undertake an enhanced DBS check (with barring lists).
- ☀ There's an induction with your team leader (possibly including safeguarding, if required)
- ☀ You can ask questions at any time, and we may suggest or offer training if appropriate.

Volunteer Support

We want to make sure that everyone who volunteers at Maybridge - and everyone those volunteers work with - are happy, safe and supported.



WHO TO TURN TO

You will be supported by your team leader. You can also receive support from the Volunteer Co-ordinator (Gay Jacklin) in all matters related to volunteering.

EXPENSES

Out of pocket expenses may be claimed for travel, giving lifts, and hospitality. For details of what is covered in your volunteer team, please discuss with your team leader and/or the volunteer co-ordinator. If you wish to claim, you will be asked to complete a claim form and provide receipts (not mileage).



LONE WORKING

You should try to avoid working alone where possible. However, if your volunteering requires you to work alone, we will talk with you about how to be aware of and minimise the risks.

Below are some general guidelines but, if necessary, more specific guidance will be discussed and you will be given our lone working policy.



Prior to making an appointment with someone you do not know, obtain as much information as possible about the person you are meeting, and ideally arrange to meet the person on church premises or at a public space.



Ring back the telephone number you have been given to confirm the appointment (and to confirm that it is a legitimate phone number).



If visiting, let your team leader or a family member know where you are going, and with whom, also what time you are expecting to return. If you think that you are going to run over your original timescales, let someone know.



If you are at all concerned about the visit, please discuss this with your team leader.

HEALTH AND SAFETY

The church is committed to ensuring the health, safety and welfare of its employees and volunteers, so far as is reasonably practicable. We also fully accept our responsibility for other persons who may be affected by our activities. We will take steps to ensure that our statutory duties are met always. For further information, ask for our Health and Safety policy. For any activity in the course of your volunteering there may be risks to consider and manage. Here are some general guidelines:

- ☀ Check with your team leader first if there is anything you are unsure of
- ☀ Be clear before you start on how to undertake the activity, how to use any equipment safely, and how to respond if circumstances change unexpectedly during the activity
- ☀ Think about how to remove, reduce or manage any risk and if not sure, don't 'take a risk'
- ☀ Always check equipment before use and follow manufacturer's instructions
- ☀ Use safety equipment and PPE where appropriate
- ☀ Don't work at heights, with flames or combustibles, or deep water/currents
- ☀ Use common sense and know the limits of your skills and those you are working with
- ☀ Follow our policies and the laws and regulations in the UK.

ACCIDENT REPORTING

All incidents or injuries (however minor) should be reported in the accident book, available in the church office, even if no first aid treatment was necessary at the time. Please inform your team leader immediately of any potential risks, or near misses.

FIRST AID

First Aid boxes are situated in both the kitchen and church office and are clearly signposted. Emergency situations should be dealt with by the emergency services. First aid should be administered by trained adults if available.

WHEN THE FIRE ALARM GOES OFF...

- ☀️ Stop what you are doing and walk (do not run) to the nearest available safe fire exit. If your nearest exit route is obstructed, choose another route. Be aware of the fire exits and routes in your area.
- ☀️ Follow the instructions of your designated Fire Warden.
- ☀️ Direction signs indicate the route to your nearest fire exit (these have a white arrow on a green background, sometimes with the words 'FIRE EXIT', and also a picture of a running man).
- ☀️ Do not use a lift to leave the building - use designated stairs.
- ☀️ Make your way to the assembly point.
- ☀️ Once you are at the assembly point, report to the Fire Warden, so that they can account for the people in their designated area.
- ☀️ Do not leave the designated assembly point, or attempt to re-enter the building, until you have been instructed to do so by the Fire Warden.



WHEN YOU DISCOVER A FIRE...

- ☀️ **RAISE THE ALARM!** This can be achieved by breaking the glass on the call points, or by shouting, "Fire – call the fire brigade".
- ☀️ The alarm must be raised for every occurrence of a fire, no matter how small it appears to be. This will ensure that people in the building have adequate notice to evacuate should it begin to spread quickly. In addition, modern furnishings may allow the fire to develop unnoticed, so time is of the essence if everyone is to get out safely.
- ☀️ Call the fire brigade at the earliest available and safe opportunity, and do not attempt to tackle the fire unless you have been appropriately trained and can safely do so, e.g. a small fire in a wastepaper basket. Unless you have been trained you could be putting yourself or somebody else at risk.

What We Expect

Here are a few behaviours that we expect from all our volunteers:

BOUNDARIES

Before starting your role, please speak with your team leader about appropriate boundaries including things such as:

- ☀ Personal details
- ☀ Your contact details and using your phone
- ☀ Specific issues related to you or any person in your care (such as disabilities)
- ☀ Anything that results in over-dependence on you
- ☀ Physical contact (You should not initiate physical contact, but behave appropriately to ensure that nothing occurs that could be misunderstood)
- ☀ Social media (when and how it is appropriate to engage on social media, and when not)

ABSENCE

If you are not able to fulfil your volunteer role, first try and find a substitute. Then, contact your team leader with as much notice as possible to notify them of your forthcoming absence and any arrangements you have made for a substitute.

CONFIDENTIALITY

You should keep all information about people confidential (unless there is a safeguarding concern or criminal activity). Avoiding gossip and having integrity in relationships are very important to us. Please read our Confidentiality policy.

TRAINING

If your role requires training, we will ensure that training is offered. If your role includes working directly with children, young people or vulnerable adults, you will be expected to attend safeguarding training every two years.



When Problems Come Up

We hope your volunteering experience is as smooth-sailing as possible. But, as we're all humans and can get things wrong, here's how to handle certain problems if they ever arise.

PERSONAL PROPERTY

The church does not accept liability for any personal property lost or damaged on the premises, this includes items such as cash, jewellery, phones, electronic devices, clothes, credit/ debit cards, motor vehicles, or bicycles etc. (this is not an exhaustive list). Any personal property brought on to church premises is at your own risk, and you are advised not to leave unattended valuables in any church premises/ vehicles.

GIFTS

If you are offered hospitality or gifts, which sometimes occurs, express gratitude but decline, and instead suggest a donation to the church is given. If not accepting a gift would cause offence, damage the relationship or disempower the giver, you may accept a gift up to the value of £10. But you must declare this to your team leader, who will discuss with you how to ensure future gifts are discouraged.

CONFLICT OF INTEREST

Should you be in a position that amounts to a conflict of interest in your volunteering, please speak to your team leader or the volunteer co-ordinator. An example of this could be that a family member is the recipient of some care from the church and you are part of the volunteering team.



HANDLING CONCERNS WITH OTHER TEAM MEMBERS

If you have any concerns about the actions or behaviour of other team members, you need to report these as soon as possible to the Volunteer Co-ordinator, who will investigate the concerns raised and take appropriate action where required. If you do not feel your concerns are responded to appropriately or in a timely way, please contact the Operations Director via the church office.

ALLEGATIONS AGAINST VOLUNTEERS

☀️ We will consider and thoroughly investigate any allegation expeditiously, fairly and consistently, avoiding all unnecessary delays and adhering to any appropriate statutory guidance.

☀️ We will always aim for a quick resolution to the benefit of all; the nature, seriousness and complexity of allegations will affect timescales.

☀️ In the case of serious harm, Police will be informed from the outset.

☀️ Where appropriate, the person who is the subject of an allegation will be notified as soon as is practicable and will be provided with as much information as possible at that time (NB: in some instances, the church may not be permitted to disclose full details). Whilst care will be taken to ensure the effective protection of the child or vulnerable adult making the allegation, we will always provide appropriate support to the person who is the subject of the allegation.

☀️ We will maintain confidentiality as far as possible, but this may be overridden in the case of safeguarding or criminal activity.

PERSONALITY CLASHES

If you feel you are struggling to get on with others in your team, please talk to the team leader (or the Volunteer Co-ordinator if the team leader is the issue). We try to approach differences with respect as an opportunity to get to know people better, and to help each other have healthy relationships. We avoid 'sweeping things under the carpet' and aim for honesty and reconciliation so that principles from our faith are followed:

☀️ Speak honestly, but with love, compassion, humility and respect

☀️ First speak to the individual concerned alone. If needed, ask the team leader to join you as a mediator

☀️ Do not discuss the matter with others on the team

Policies



Below is a list of policies that volunteers have access to. If these policies are in your pack, it will be required reading and essential behaviour for your role. If you would like copies of other policies, please ask the volunteer co-ordinator:

DBS-RELATED POLICIES

DBS CODE OF PRACTICE

**DBS FAIR PROCESSING AND CONSENT NOTICE
(WITH MCC ADDITION)**

**DBS INDIVIDUAL RIGHTS POLICY AND PRIVACY
POLICIES (FOR ENHANCED, STANDARD AND BASIC
CHECKS, AND BARRING)**

**VOLUNTEER POLICIES RELATED TO DBS CHECKS
(INCLUDING EX-OFFENDERS, EQUAL OPPORTUNITIES
AND STORAGE)**

OTHER POLICIES

SAFEGUARDING

COMPLAINTS POLICY AND PROCEDURE

CONFIDENTIALITY

LONE WORKING

DATA PROTECTION

HEALTH AND SAFETY

USING YOUR CAR

