



Registered address: Church Annexe, Dereham Baptist Church,

Norwich Street, Dereham, NR19 1BX. Registered charity number: 1142632

# Volunteer Management Policy & Volunteer Agreement (2024)

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Signed	Keith Marsh

We welcome volunteers as vital and important members of our team. The intention of this policy and agreement is to assure you that we appreciate your volunteering with us and to indicate our commitment to do the best we can to make your volunteer experience with us a positive and rewarding one.

We are blessed and thankful for your active participation in helping Love Dereham Ltd to make Dereham and the surrounding area a better place to live; as quoted in our mission statement below,

#### Mission Statement

We are an organisation with a Christian ethos and this is included in our mission statement:

The prevention or relief of poverty of those in need, by reason of youth, age, ill-health, disability, or financial hardship in Dereham and the surrounding area, in particular, though not exclusively, by the provision of a foodbank; to signpost such persons to statutory and voluntary local partner agencies; and to work towards reducing social isolation and loneliness.

The advancement of the Christian faith in Dereham and the surrounding area, in accordance with our Statement of Faith, in particular but not exclusively by broadcasting Christian messages, providing pastoral care, and the provision of a community meeting space.

*This work is an expression of our faith and of our desire to advance the Christian religion through actions and words, among the inhabitants of Dereham and the surrounding area. Where the right opportunity allows, we will share our faith, by sharing the Gospel of Jesus Christ, in accordance with our Statement of Faith (see below.)*

#### Statement of Faith

*We believe in one God who is eternal and created all things.*

*We believe in the Trinity of God the Father, God the Son and God the Holy Spirit. God is totally loving and completely holy.*

*We believe sin has separated each of us from God and his purpose for our lives and that Jesus Christ is the only one who can reconcile us to God.*

*We believe that Jesus was conceived by The Holy Spirit, born of the virgin Mary, lived a perfect and sinless life, died on the cross in our place to take away our sin, and rose again to prove his victory over death and empower us for life.*

*We believe that the Lord Jesus Christ will one day return in power and glory to judge the living and the dead.*

*We believe that in order to receive forgiveness we must repent of our sins, believe in Jesus Christ and commit to live by God's will for our lives. In doing this we will gain eternal life with God.*

*We believe that the Bible is the inspired word of God and that it is applicable to our everyday lives.*

*We believe that God has equipped us through the power and gifts of the Holy Spirit, so we can achieve his purpose for our lives. That purpose is to worship him, fulfil our role in the Church and serve the community in which we live.*

*We believe that God wants to transform us so that we can live generous lives in order to help others.*

## Volunteer Management Policy

### 1. General policy

1.1 The Trustees of Love Dereham Ltd recognise the distinctive contribution that volunteers make in working out the organisation's charitable purposes, outlined in our Mission Statement.

1.2 In recognising that contribution, our policy is:

- I. To value the status of volunteers as a core part of Love Dereham Ltd with a distinctive but complementary role to that of paid staff.
- II. To ensure, as far as is possible, that the role of volunteer is mutually beneficial to both Love Dereham Ltd and the volunteer, managing volunteers in such a way that ensures the needs of both parties are met; this will be done by encouraging feedback from volunteers and volunteers receiving feedback from the coordinator.
- III. To provide support, guidance, encouragement and an operating environment that enables volunteers to operate effectively and with appropriate line management where necessary.
- IV. To provide suitable training opportunities so that volunteers can make a real impact.
- V. To, as far as possible, provide volunteers with regular and relevant communication of strategic decisions;

- VI. To provide a personal point of contact for all volunteers, by providing the email and mobile phone details of the Coordinator for Love Dereham Ltd
- VII. To provide adequate and appropriate facilities, equipment and resources to enable volunteers to fulfil their roles.
- VIII. That should a volunteer have a complaint, in the first instance to share it with the Coordinator and if unresolved or it is felt appropriate to do so, the Volunteer may refer to the Secretary and/or Chairman of Love Dereham Ltd as per Love Dereham Ltd's Complaints Policy.

- 1.3 In constructing this policy, the Trustees have considered the guidelines produced by Stewardship (<https://www.stewardship.org.uk/>) and Voluntary Norfolk (<https://www.voluntarynorfolk.org.uk>.)

## 2. Taking on and involving volunteers

- 2.1 All potential volunteers will go through a recruitment and selection process that is appropriate to the role offered; this includes the right for Love Dereham Ltd to restrict some roles for volunteers to be of a Christian Faith in full agreement with our Statement of Faith. This process will be carried out by the Coordinator and is designed to assess whether the volunteer opportunities available match the potential volunteer's skills, qualities and interests.
- 2.2 Depending upon their role, volunteers that are accepted may be required to undergo Disclosure and Barring Service Checks (DBS) before undertaking their role. We request that volunteers tell the Coordinator in advance if the DBS check is going to reveal something. In the event of any disclosure by the DBS, the findings will be submitted to the Trustees of Love Dereham Ltd who will determine whether the applicant can proceed as a Volunteer with Love Dereham Ltd.
- 2.3 Wherever possible, vacant volunteer roles together with selection materials will be made widely available to prospective volunteers via social media and our website.
- 2.4 Love Dereham Ltd implements an Equal Opportunities Policy in the recruitment and selection of volunteers and treats all information collected in the process as confidential and in accordance with the data protection principles.

- 2.5 If unsuccessful, individuals will be provided with feedback and offered an opportunity to discuss the outcome and possibly to identify other volunteering opportunities that might exist. The charity operates separate Safeguarding Children and Safeguarding Adult Policies. Any volunteer seeking to work in areas in direct contact with service users will be subject to the requirements of those policies.
- 2.6 The charity believes that appropriate boundaries are a key part of keeping everyone involved with the work of Love Dereham Ltd safe. The Coordinator will discuss and explain these with new volunteers, and they will also periodically remind current volunteers of what is expected. As a volunteer of Love Dereham Ltd it is paramount that these boundaries are maintained. The Coordinator is willing and able to answer questions on best practice in this area throughout the volunteers time at Love Dereham Ltd. Inability to keep appropriate boundaries with service users, staff and other volunteers will result in the removal of that volunteer in accordance with section 4.3 of this document.
- 2.7 Volunteers will be made aware of the key responsibilities of their role in an appropriate way. Methods of communication may include:
- An informal conversation with the Coordinator;
  - An email or PDF document explaining what is expected of them and the support that they can expect to receive from the charity.
  - An in-person training session with presentation and/or group work.
- 2.8 Formally or informally, the expenses policy operated by the charity will be explained to the volunteer by the Coordinator ensuring that they fully understand what expenses can be claimed and the process for claiming expenses.
- 2.9 Volunteers, depending on their role, may be required to undertake an induction period to better understand the values of the charity, its structures and procedures.
- 2.10 We may employ a Voluntary Worker (as opposed to a Volunteer), under a contractual obligation to provide the services for which they are engaged and are not paid. Just like a volunteer, a genuine Voluntary Worker is exempt from receiving the National Minimum Wage but a Voluntary Worker is entitled to the same rest breaks and holiday under the Working Time Regulations as employees (although holiday is effectively unpaid, as

they do not receive pay on a working day) and come within the Equality Act 2010. As a Christian organisation and depending on the role of the Voluntary Worker, in accordance with Schedule 9 Of the Equality Act 2010, we may limit the use of voluntary workers to only Christians if there is an occupational requirement for a Christian in the role.

### 3. Management of volunteers

- 3.1 All volunteers will undertake regular periodic informal reviews with the Coordinator as an opportunity to discuss issues, difficulties, performance and outcomes.
- 3.2 Any training needs must be suitable and relevant to the role of the volunteer. Such needs must be identified and agreed by Love Dereham Ltd and the volunteer. The cost of any required and agreed training will be met by Love Dereham Ltd.
- 3.3 For certain roles and types of training the Coordinator can insist that volunteers attend training as a requirement for continuing in the volunteering role.
- 3.4 In some cases, and in order to monitor the work of volunteers and to assess how they are managed, a personal file may be maintained by the Secretary and Chairman of Love Dereham Ltd. Where this is the case, the volunteer will be informed; the information will be stored in accordance with the relevant data protection principles; and any file will be available for inspection by the volunteer at any reasonable time.
- 3.5 Volunteers are expected to do what was requested of them according to their role. Volunteers are encouraged to have ideas and initiatives to improve their role within Love Dereham Ltd but must submit them to the Coordinator for approval and implementation. The Coordinator and the Trustees will have the final decision.
- 3.6 The charity and the volunteers agree that the intellectual property rights of any original work produced by the volunteers automatically transfers to the charity.

### 4. Standing down or removal of volunteers

- 4.1 Volunteers are encouraged to give some notice before standing down (ideally 4 weeks) but the Trustees accept that all volunteers can stand down at any time without giving notice.
- 4.2 In order for the Trustees and the Coordinator to continue to evolve Love Dereham Ltd in its service to the local community, Volunteers are encouraged to give feedback on their experience at Love Dereham Ltd.
- 4.3 The Coordinator and the Trustees reserve the right to remove a volunteer in circumstances which, after investigation if necessary, are deemed to be detrimental to Love Dereham Ltd.

These include but are not limited to:

- Not carrying out their duties as assigned as per 2.7 of this policy:
  - Persistent incidents of minor misconduct:
    - Continually arriving late;
    - Absence that is not notified and has not been agreed beforehand;
    - Inability to keep the expected boundaries between a volunteer and a service user and/or staff member and/or fellow volunteer.
    - Giving inappropriate advice, for example medical advice.
  - Incidents of gross misconduct including:
    - Theft;
    - Aggressive behaviour and verbal abuse towards staff, service users, other volunteers, members of the public;
    - Physical violence towards staff, service users, other volunteers, members of the public;
    - Gross negligence.
  - Actions or comments made by the volunteer which are deemed by the Trustees to represent a significant defamatory or reputational risk to Love Dereham Ltd.
- 4.4 On request, the Trustees will provide a basic factual reference for all volunteers detailing their length of service and the title of their role. This will not extend to providing character references.

### Volunteer Agreement

I, \_\_\_\_\_ (full name in capitals),  
agree to be a volunteer with Love Dereham Ltd.

I agree to comply with the following:

1. The Volunteer Management Policy as detailed above.
2. To help Love Dereham Ltd to fulfil its charitable purposes.
2. To perform my volunteering role to the best of my ability.
3. To adhere to the organisation's rules, procedures and standards, including health and safety procedures, appropriate boundaries and its equal opportunities policy in relation to its staff, volunteers and clients.
4. To maintain the confidential information of the organisation and of its service users.
5. To meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangements can be made.
6. To provide referees, as agreed, who may be contacted, and to agree to a Disclosure Barring Service (DBS) being carried out where necessary.
7. Attend all relevant training for your designated role.

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Signed ..... Date .....



We, Love Dereham Ltd, accept the voluntary service of:

\_\_\_\_\_ (name of volunteer)

beginning \_\_\_\_\_ (date).

We commit to the following:

#### 1. Induction and training

To provide, when necessary, an induction on the work of Love Dereham Ltd, its staff, your volunteering role and the training necessary to assist you in meeting the responsibilities of your volunteering role.

#### 2. Supervision, support and flexibility

- To define appropriate standards of our services, to communicate them to you, and to encourage and support you to achieve and maintain them as part of your voluntary work.
- If required, The Volunteer Lead Trustee will meet with you to discuss your volunteering and any associated problems.
- To do our best to help you develop your volunteering role with us and to be flexible in how we use your volunteering.

#### 3. Expenses

To reimburse the following expenses incurred by you in doing your voluntary work;

- i) Travel expenses when incurred as part of your voluntary role when pre-agreed with the Coordinator
- ii) £2 per laundry load for Community Lunch when pre-agreed with the Coordinator
- iii) Items that the Coordinator had asked you to purchase

#### 4. Health and safety

To provide adequate training and feedback in support of our health and safety policy.

## 5. Insurance

- To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.

## 6. Equal opportunities

- To ensure that all volunteers are dealt with in accordance with our equal opportunities policy including the right of Love Dereham Ltd to limit voluntary roles that require a person of the Christian Faith as defined in our Statement of Belief.

## 7. Problems

- To endeavour to resolve in a fair and just manner any problems, grievances or difficulties which may be encountered while you volunteer with us.
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures set out in Love Dereham Ltd's complaints procedure.

## 8. Contact details

- Coordinator - [athena@lovedereham.org.uk](mailto:athena@lovedereham.org.uk)
- Secretary - [secretary@lovedereham.org.uk](mailto:secretary@lovedereham.org.uk)
- Chair of Trustees - [keith@lovedereham.org.uk](mailto:keith@lovedereham.org.uk)
- Safeguarding Lead Adults - [christine.taylor@lovedereham.org.uk](mailto:christine.taylor@lovedereham.org.uk)
- Safeguarding Lead Children - [jane@lovedereham.org.uk](mailto:jane@lovedereham.org.uk)