

## JESUS CENTRES TRUST

### VOLUNTEER POLICY

The Jesus Centres Trust (JCT) relies heavily on volunteers because of the belief that volunteering makes a huge difference to the effectiveness and efficiency of each Jesus Centre and brings value to the volunteers themselves. It also allows for a great expression of God's love towards from a broader range of people, with a wide range of experiences and backgrounds.

All volunteers must work within the aims and objectives of the JCT under the direction of the Centre Management Team and the Management Committee who are accountable to the Trustees of the JCT. They must comply with all policies and procedures.

Volunteering opportunities will be matched as far as possible with an individual's strengths and wishes but the Centre Management and Volunteer Co-ordinator will be responsible to ensure this is within appropriate roles considering any specific risks or, in the case of 16 or 17 year old volunteers, any safeguarding issues.

All volunteering will be subject to an informal volunteer agreement. This will include a probationary period of 3 to 6 months as appropriate. An application form must be completed and a formal interview will take place. Ideally under Safer recruitment, two references will also be obtained, one of which should be where possible a "professional person" (someone who can sign a passport) (see Safer recruitment guidelines). DBS disclosures will be requested if appropriate (see Vetting Policy).

#### Rights and Responsibilities

Volunteers will have agreed their working hours, generally a regular slot or slots each week. This can be renegotiated at any time but preferably with reasonable notice. In the event of unforeseen or unavoidable problems, they will be expected to as far as possible arrange a swap with another volunteer with a similar role from the rota or let the team leader know of the problem as early as possible.

Regular training sessions and team building activities will seek to explore and develop understanding of various issues, appropriate responses and procedures both individually and generally.

Each volunteer will be made aware that it is their responsibility to make sure other members of the team know of their whereabouts. Sufficient timed breaks will be allocated to allow cover to be maintained to ensure safety and the proper working of the Centre. If there is a need to take any other breaks, volunteers will be asked to check that it is safe to do so and that other members of the team are aware of it.

It is important that each volunteer should be encouraged to be aware of their own limitations both practically and emotionally. They will not be asked to do something outside their ability and should be asked to say if they feel unable to carry out a particular task for any reason. They will be told to be prepared to call for help and remove themselves from a situation which they cannot deal with.

Individual support sessions and general debriefings will give opportunities to revisit situations, gain support and review lessons learned or any additional training requirements or time off required. In the event of any particular incident, a specific one-to-one debrief with the Team Leader, Supervisor or member of the Centre Management will be given to review the responses at the time of the incident and explore subsequent feelings. Particular support will be given for any trauma experienced. Further training needs may also be identified.

Volunteers and staff will be made aware of the possibility of "compassion fatigue" and encouraged to take sufficient precautions and breaks to recharge the batteries.

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### Training and Development Opportunities

A general induction training will be provided as well as specific induction for particular roles. Each volunteer must participate in relevant training sessions as required. This training will cover such issues as the professional boundaries, safeguarding, practical and spiritual vision of the JCT, confidentiality and basic Health and Safety. Ongoing training should be accessed in such areas as managing aggressive behaviour, listening skills, mental health, drug and alcohol awareness, emergency first aid, customer services.

There will be regular ongoing training within the Centre which volunteers will be invited to attend.

Some volunteering roles may need specific accredited training as a requirement for their volunteering, eg Food Safety or First Aid. The Centre Management will arrange this training through outside bodies as required.

Other outside training to improve skills or expertise, such as NVQ's, may be appropriate for individual volunteers. The JCT will enable, support and encourage such training as required.

During support and supervision sessions each volunteer will be asked about any needs for training or personal development. Where it is possible, the JCT will seek to meet those needs and provide appropriate opportunities.

### Risk Assessments

Some volunteering roles will carry greater risks than others, particularly with regard to face to face interaction with potentially volatile visitors or certain maintenance and cleaning roles. General risk assessments will be undertaken, but should any volunteer be deemed to be at specific risk, through eg medical conditions, age or inexperience, then the required amount of supervision and support will be given to mitigate any risks.

### Standards of Behaviour

Volunteers will be required to maintain standards at the Jesus Centre consistent with the Jesus Centre Values and show a respect for the Christian faith.

There must be no smoking on the site or use of e-cigarettes except in the designated smoking area. No alcohol may be brought to or consumed on the premises and volunteers should not come in under the influence of alcohol. Volunteers must not take or supply illegal drugs, psychoactive substances or drugs prescribed for other people. There must be total trustworthiness with the money and property of the Trust or any other persons at the Centre.

All volunteers and helpers must comply with the Equal Opportunities Policy of the Centre.

There must be no abuse or harassment of other employees, volunteers or visitors.

All volunteers will be encouraged to participate in team meetings and prayer gatherings to contribute as they are able or be respectful (Job Centre placements, external agency workers or work place volunteers who don't share the Christian faith should be encouraged to attend for part of the meeting but not feel compelled to participate in worship or prayer. Sexual misconduct, swearing, gambling and the accessing of offensive or pornographic material by computer are not appropriate at the Centre and will not be tolerated.

### Accountability

Volunteer role/task descriptions will indicate the line of accountability.

There will also be a general accountability to the Team Leader or Supervisor as to the use of time while acting as a volunteer. Inappropriate use of the phone or computer for personal matters is not acceptable. Facilities at the Centre

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can only be used by a volunteer for personal recreation or pleasure if such activity does not detract from the effective fulfillment of the volunteering role.

Volunteers will normally be expected to keep to the agreed times for their volunteering. If unable to do so they will be required to notify the rota co-ordinator, Team Leader or Supervisor and check with them if they are proposing to swap a shift with another volunteer.

### Expenses

If required, valid claims for travelling expenses will be reimbursed by JCT. Application forms supported by receipts should be handed to the Team Leader, Supervisor or a member of staff.

### Termination

The Centre Management is empowered to terminate a volunteer agreement if necessary giving as much notice as possible under the circumstances.

The volunteer should be encouraged to give as much notice as possible if they are no longer able to fulfil their volunteering role.

### Disciplinary procedures

A volunteer will be immediately relieved of their duties in the case of gross misconduct including but not restricted to theft, assault or challenging or aggressive behavior towards a visitor, volunteer or member of staff..

In cases where the volunteer does not comply with the policies of the JCT this will be brought to their attention. If such compliance is breached again, the volunteer may be asked to cease from their duties or given alternative responsibilities.

Any breaches of the standards of behaviour or accountability outlined above will result in appropriate discipline within the guidelines of the Disciplinary and Exclusion Policy.

### Appeals

An appeal against any decision made within the disciplinary procedures outlined above will need to be made in writing within 7 days to the Chair of the local Management Committee. The volunteer, accompanied if they wish by a friend, will be given a personal hearing if requested with two members of the Management Committee. The written decision of the Management Committee will be final.

### Reinstatement

If a volunteer has been relieved of their duties and wishes at a later date to apply again to be taken on as a volunteer, the formal process of application, interview and appropriate training must take place before reinstatement.

### Comments, compliments and complaints

All volunteers are encouraged to give feedback after sessions, after training opportunities and through the comments, compliments and complaints procedures on site (see Comments, compliments and complaints policy).

**Jesus Centres Trust is registered in England and Wales**  
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