



Volunteer Policy

Version 2.0

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1 Document Control

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Storage and Retention

Current version to be present in the live document zone.

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2 The Shalom Network Volunteer Policy Statement

At **The Shalom Network** we believe that all people should have the chance to realise their potential, irrespective their role within the team or the amount of time and effort they are able to spend helping us to deliver on our charitable purposes.

Through training, supervised activities, mentoring and reviews we help build the confidence and skills required to not only to deliver on our charitable purposes, but also to ensure that working with The Shalom Network is enjoyable and rewarding.

Volunteers play a crucial role in us achieving our mission. We could not reach our goals without their hard work and commitment. We are incredibly grateful for their support, and we do all we can ensure that volunteering with The Shalom Network is a safe, stress-free experience.

The Volunteer Policy recognises the significant and valuable role volunteers play in supporting our beneficiaries, for example in developing life skills and building on other opportunities to realise a more inclusive position in society.

The policy also recognises how volunteers can and do support the wider team in delivering our charitable purposes, and how they are critical to our sustainability as a functioning organisation.

The Shalom Network, wherever possible and within its means, will support those whose volunteering may be part of a wider vocational programme or formal training scheme.

Our policy is for those volunteering with The Shalom Network and colleagues working with them to have clear guidance and practical knowledge of this and other relevant policies. A volunteering handbook, in multiple formats, is provided to all volunteers at induction and updated as required.

Responsibility for implementation and maintenance of this and other related policies covering, for example, safeguarding, health and safety as well as wider employment law rests with The Shalom Network trustees, as detailed in the policy body.

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3 Designated Roles Relating to Volunteers and Volunteering

3.1 Trustees

The Shalom Network trustees are responsible for:

- The existence and implementation of adequate policies regarding the engagement and management of volunteers involved in the charity's activities. This typically include, but not limited to:
 - Volunteering and wider employment
 - Health and Safety
 - Safeguarding
 - Equal Opportunities
- The appointment of a suitably skilled and experienced Volunteering Manager.
- The existence and currency of an adequate Volunteering Handbook in suitable formats.
- Assisting with recruitment and vetting where required.
- Involvement in complaints and grievance cases where required.
- Ensuring that the procedures that support this policy are always followed.
- Periodically (at least annually) reviewing reports and requirements regarding volunteering.

They must also ensure that on-going monitoring is undertaken to evidence that this volunteering policy and its supporting procedures are being effectively implemented in practice. This is critically important. Day to day responsibility is delegated to the Volunteering Manager and/or officers.

Effective governance, robust controls and management are key to ensuring that time spent volunteering with The Shalom Network, is safe, enjoyable and rewarding, offering opportunities for personal growth and learning.

3.2 Designated Volunteering Manager

The Shalom Network will have a suitably qualified and experienced Volunteer Manager responsible for:

- Implementing the policy and all applicable related procedures and work methods.
- Ensuring The Shalom Network Volunteer policy is fit for purpose at all times.
- Responding to requests for information about the policy from beneficiaries, colleagues, outside agencies, partners and other third parties.
- For policy and procedure reviews, amendments, and advice of changes to the team.
- Notifying trustees of items that require their attention and any approvals.
- Communication with and/or reporting to the relevant regulators and authorities.
- Involving and co ordinating the participation of the wider team in the review and maintenance of the policy and supporting procedures.
- Keeping volunteers informed about policies and procedures and wider opportunities.

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The appointee must be a trustee of The Shalom Network, have sufficient authority and independence within the charity to monitor all matters regarding volunteers.

They will be the primary point of contact, along with the volunteer contacts, for the reporting of any incidents, allegations, complaints, or concerns from or relating to volunteers.

3.3 Recruiter

The member of The Shalom Network Team carrying out the recruitment of a volunteer or volunteers will have had that role agreed by the Volunteer Manager and at least one of the trustees. They will be responsible for:

- Collecting and where appropriate sharing information relevant to the volunteering offer.
- Assessing the information and the relevance of any skills and experience to current needs.
- Carrying out any required interviews and where required engage other team members to assist.
- During any interviews ensure that the person volunteering has a clear understanding of The Shalom Network' charitable purposes, vision and ways of working.
- Referring any requirement for DBS checks to the Safeguarding Manager.
- Assessing whether any other references or checks are required and action as appropriate.
- On acceptance agree who within the team should be the contact for each volunteer.
- Complete a handover to the volunteer contact and assist with induction where required.

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4 Policy Body

4.1 Our Vision for Volunteering

We believe that by harnessing the passion and skills of our volunteer community, we can achieve more for people. The Shalom Network is committed to engaging volunteers in this mission wherever possible. We aim to deliver an excellent volunteering experience, so that our volunteer roles are enjoyable as well as supporting the work of The Shalom Network. We are committed to making The Shalom Network a great organisation to volunteer with. To ensure that volunteers are at the forefront of everything we do, we aim to:

- Ensure that our volunteers understand what we expect from them, and what they can expect from us in return.
- Attract volunteers with the right skills to support The Shalom Network and the people with whom we work.
- Deliver an excellent volunteering experience, through equipping and providing processes that makes it enjoyable and easy to provide support to beneficiaries and colleagues.

4.2 Equality and Diversity

The Shalom Network is committed to building a diverse organisation that is responsive to the needs of people and our stakeholders. The Shalom Network is also committed to equal opportunities at all stages of recruitment, selection, and volunteering. Short-listing, interviewing and selection of volunteers will always be carried out without regard to protected characteristics; these being age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

The Shalom Network will not condone, accept, or ignore any forms of discrimination or unacceptable behaviour in this regard.

The Shalom Network Equal Opportunities Policy sets out the full detail on this subject.

4.3 Safeguarding

As stated in The Shalom Network Safeguarding Policy, we believe that all people have the right to protection from harm, abuse, and exploitation. The key elements of the safeguarding policy, their relevance and importance are shared with all new volunteers as part of the onboarding process. They are also contained in the Volunteering Handbook. 'Refresher' sessions will also be held as required.

Where there are reported, failures to meet the obligations of the safeguarding policy, and/or wider legislation The Shalom Network may determine it necessary to take appropriate action, such as asking a volunteer to step back from volunteering temporarily or permanently.

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Full details of how instances of noncompliance, relevant complaints, grievances, and investigations are handled can be found in section 5.6 of The Shalom Network Safeguarding Policy.

Volunteers taking on roles that are eligible for a Disclosure and Barring Service (DBS) check, or equivalent, will be required to undertake a relevant check. If required, this will be made clear on the volunteer role description and during the recruitment process. We welcome volunteers from a range of different backgrounds and having a criminal record will not necessarily bar someone from volunteering with us. This will depend on the nature of the position and the circumstances and background of their offence.

4.4 Recruitment

The Shalom Network will collect information on all prospective volunteers during the recruitment and selection process. Additionally, volunteers may be required to attend an informal interview to provide relevant information and explore their aspirations and the experience they can bring to The Shalom Network.

It is important for all involved to appreciate that the interview is not a competitive process, and the sole selection criteria is suitability for the role. A personal reference will normally be required and taken up to help confirm suitability for volunteering and for specific roles a professional reference may also be required.

Before commencing their role, the volunteer is made aware of the aims, values, and key policies of The Shalom Network. The scope and detail required in this briefing will be dictated by the risk assessment regarding their role and/or assignment. As a key part of the induction process this briefing will only be deemed effective if the volunteer is clearly and willingly able to commit to delivering the key tasks outlined in the relevant role description. This Volunteer Commitment does not and is not intended to create a contract of employment between The Shalom Network and volunteers.

All volunteers must read and sign the Volunteer Agreement where the risk assessment regarding their role and/or assignment dictates. As described in section 4.5, this outlines what is expected from the volunteer and what they can expect from The Shalom Network.

When appointed, an appropriate named contact for that role will lead in developing a working relationship with and understanding for a new volunteer. This may be a colleague or a volunteer. The named contact is responsible for guiding and supporting the volunteer in their role and should be available to discuss any aspect of the volunteer's role. A volunteer will be informed in writing (letter or email) if their contact within The Shalom Network changes.

4.4.1 References and Qualifications

In the case of volunteer roles that have specific demands for previous experience and proven levels of professional competence, one personal and one professional reference will be required along with proof of qualifications.

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Examples would be:

- Christian teaching and the leading of worship events - requiring references from qualified/recognised Christian church leaders and a positive response when invited to share a statement of personal commitment to the Christian faith.
- Teaching persons with identified complex needs and conditions - requiring references from qualified/recognised educator, therapist or similar and a positive response to the challenge of volunteering in such demanding circumstances.

4.5 The Volunteer Agreement

The volunteer agreement is not compulsory; however, it is advised particularly if there is the intention to volunteer on numerous occasions or if the role involves significant responsibility. It sets out what a volunteer can expect from The Shalom Network and the key principles under which we operate. It is favoured by insurers and regulators to ensure that essentials are understood and agreed to.

It does not form a contract between the volunteer and our organisation and will only be required if the risk assessment regarding a role and/or assignment dictates. As a minimum the agreement will cover:

- The level of and nature of the supervision and support a volunteer will get.
- The training they will receive.
- Details of cover under The Shalom Network's employer or public liability insurance
- Health and safety essentials
- The expense policy
- Reference to the Volunteer handbook and other relevant material.

Volunteers may be required to sign an update version of the Volunteer agreement to reflect any change in their role or assignment and any general changes to The Shalom Network or wider policies.

4.6 The Volunteer Handbook

The volunteer handbook offers greater detail and wider scope of information than the outlines contained in the Volunteer Agreement. In most cases volunteers will be issued with a volunteer handbook in electronic or printed form, they will also be invited to view the online video version through The Shalom Network YouTube channel.

The Volunteering Handbook covers the following topics:

- The Shalom Network volunteering experience
- Starting your volunteering

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- Training and development
- Mutual expectations
- Volunteering FAQs
- Key policies and guidelines
- Some do's and don'ts for volunteers
- Useful contacts

It is the responsibility of the Volunteering Manager and the trustees to ensure that volunteers always have access to a current copy of the handbook.

4.7 Training and Support

Volunteers will have a valuable set of skills, knowledge and attitudes gained from their education, work, previous volunteering, and life experiences. To help ensure that volunteers are appropriately equipped for their role, each volunteer must undergo the appropriate induction and training prior to commencing their activities.

Whilst volunteering with The Shalom Network each volunteer will be provided with relevant management and support. This might include regular, mutually agreed contact to facilitate ongoing training, skills assessments and discuss development opportunities.

The Shalom Network will also provide appropriate recognition and occasions to celebrate volunteers and their work, on an individual and/or group basis, according to specific role(s), and the nature of the value that they have delivered.

4.8 Health and Safety

Volunteers must take reasonable care of themselves and others while volunteering for The Shalom Network, following any health and safety advice and instruction given for their role. Volunteers should cooperate with The Shalom Network on health and safety matters, and immediately report accidents/incidents (including near misses – accidents/incidents that may have led to injury).

Volunteers should not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety, and welfare.

The Shalom Network will ensure that all volunteers are provided with the appropriate information, supervision and training required to enable them to complete voluntary work safely. This includes providing suitable systems and procedures and guidance is outlined in The Health and Safety Policy, the procedures manual, and Volunteering Handbook.

4.9 Expenses

The work of The Shalom Network is critically dependent on our extensive network of volunteers. We are

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very grateful to the volunteers who are able to work with us without claiming expenses. However, we will always look to reimburse reasonable expenses incurred whilst volunteering with us.

Personal expenses should be claimed only for ad hoc out of pocket costs, not the purchase of capital items, services, or subscriptions. Examples are travel/subsistence costs, and should be, in principle pre agreed by the volunteering contact. Purchases in response to a clear emergency would be a justified exception.

Detailed guidelines on expense claims are maintained within The Shalom Network Procedures document and Volunteering Handbook

The full detail of The Shalom Network's policy on expenses is contained in section 4.5 of The Shalom Network Finance Policy

4.10 Insurance

The Shalom Network provides Employers Liability, Public Liability and Professional Indemnity cover for all volunteers whilst working on The Shalom Network activities. The insurance will not cover unauthorised actions or actions outside the volunteering agreement.

Motor insurance cover isn't provided. All volunteers that hold Business Class motor insurance will be automatically covered for their work on behalf of The Shalom Network. However, if their insurance is limited to social and domestic use then they will have to discuss their role with The Shalom Network volunteer contact and with their insurance company to ensure that they are fully covered.

Volunteers will, having signed the Volunteering Agreement, confirm that they have agreed to use their vehicle, or one that they have the owner's permission to drive, under their adequate insurance cover for The Shalom Network's purposes. In some circumstances the volunteering contact may request proof that adequate insurance is in place.

Equipment and property belonging to The Shalom Network is mostly insured for loss and damage. However, volunteer's personal equipment and property will normally be their responsibility. Any requests for exceptional cover must be made to the Finance manager or member of the Finance Committee

4.11 Data Protection and Confidentiality

The Shalom Network protects volunteer information in accordance with its data protection policy and the relevant data protection legislation, including the General Data Protection Regulation (GDPR). Data will be held securely and confidentially and will only be accessible to authorised persons.

We expect all volunteers to comply with The Shalom Network Data Protection Policy and associated policies the key sections of which are contained in the Volunteer Handbook. All volunteers will be appropriately briefed on these requirements at induction and from time to time afterwards as required.

Where a volunteer uses The Shalom Network IT equipment, systems or has privileged access to data as

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part of their role, they will be required volunteers must read, understand, and sign up to our Information Security Policy prior to starting their role.

When volunteering with The Shalom Network, volunteers are likely to become aware of confidential information about The Shalom Network team, its beneficiaries and third parties. All volunteers are required to maintain confidentiality and should not disclose the organisation's information during their volunteering services and any time afterwards.

The full detail of The Shalom Network's policy on data protection is contained in The Shalom Network Data Protection Policy.

4.12 Intellectual Property

When signing our Volunteer Agreement, a volunteer assigns, by way of future assignment to The Shalom Network, Intellectual Property where material and content has been created by them as part of a defined and agreed assignment. This for example would include website content, posters, publicity material etc.

Content and material created as a consequence of a wider activity carried out by The Shalom Network volunteer or credited to them as part of that activity is considered shared intellectual property. Examples could be paintings, drawings models etc, created whilst working with beneficiaries. Either party would be free to use or copy this material for publicity or similar purposes, however any use for material gain and how proceeds should be managed would have to be agreed by both parties.

4.13 Feedback and Complaints

Although The Shalom Network makes every effort to ensure that volunteering with us is positive and rewarding, we recognise that volunteers at times may experience difficulty within their role, and those they are working with. They may want to share feedback, ideas for development and improvement or raise an issue with another member of team.

In the first instance, volunteers should talk to their named contact to try to resolve the issue, get advice or share feedback. Every reasonable effort will be made to resolve difficulties at an early stage and feedback will always be reviewed and learned from.

However, where the areas of concern cannot be resolved by these means,

- Reported to The Shalom Network's Volunteer Manager and/or a trustee.
- Handled and recorded in a confidential and sympathetic manner.
- Managed in accordance with this and any other relevant policies and procedures.
- Actioned with urgency, ensuring any corrective action is quickly out in place.
- Reported to all relevant agencies and regulators in full where required.
- Communicated in a considered way to charity stakeholders and the wider public.

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- Transparently managed, upholding The Shalom Network's reputation for acting with integrity.
- Reviewed by inquiry to understand root cause how to prevent a recurrence.
- Reported to the police if the incident or concern involves criminal behaviour.

There may be occasions where named contacts may have concerns around a volunteer's behaviour or approach. In this case, a team contact will approach the volunteer directly, to discuss any concerns they may have, amicably and openly, and resolve difficulties at an early stage.

4.14 Ending a Period of Volunteering

Volunteers are free to cease volunteering with The Shalom Network at any time without notice or advice. However, most volunteers would have agreed by signing the Volunteer Agreement to keep their contact and/or the wider team advised on their availability.

We ask, in the agreement and during induction that when deciding to finish volunteering with us, a volunteer should give as much notice as possible to help organise alternative arrangements.

We may offer an exit interview or accept a request from the volunteer to carry one out. This can provide a forum to reflect on their experiences and improve our volunteer opportunities.

There are many ways to support people through The Shalom Network and so we encourage volunteers to stay in touch and get involved in the future.

There may also be times when The Shalom Network will ask a volunteer to cease volunteering. This may be because the role no longer supports the needs of the organisation and its current work, or because the volunteer is no longer able to satisfactorily carry out a particular role. When this happens, we will endeavour to give as much notice as possible to the volunteer and try to find an acceptable alternative role. In all cases, the volunteer will be treated fairly, with dignity and respect.

4.15 Storage and Publication

This document, previous and subsequent versions will be stored in the designated Microsoft OneDrive location and the Volunteer Manager will be responsible for managing and monitoring access.

Any copies shared with third parties must be in .pdf format with editing disabled. Controlling passwords are to be shared with at least 2 members of The Shalom Network team.

For general purposes only the summary contained in section 2 should be shared. This will also be featured on The Shalom Network's website.

4.16 Related Policies and Other Artefacts

The Shalom Network Finance Policy

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The Shalom Network Safeguarding Policy
The Shalom Network Health and Safety Policy
The Shalom Network Data Protection Policy
The Shalom Network Equal Opportunities Policy
The Shalom Network Procedures Manual
The Shalom Network Volunteer Agreement
The Shalom Network Volunteer Handbook

4.17 Maintaining the Policy

This policy will be updated as necessary to reflect best practice in financial management, as relates to charities and the activities of The Shalom Network. It will be maintained, with a full review being carried out at least annually and any amended versions approved by a majority of trustees.

Any minor amendments such as contact details or renaming of a function/external body need only to be advised to the trustees, not approved by them.

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A. Appendix A – Contact Details

Designated Volunteer Manager

TBA



B. Appendix B – Terms and Definitions

Definition of a Volunteer

Volunteers are not employees and should not be treated as such. Volunteers come to an organisation with very different motivations than employees. They are not concerned with a pay packet or financial gain.

One of the strengths of volunteers is their flexibility and most volunteers prefer a more casual relationship with the organisation they are involved with, free from the obligations and bureaucracy that comes with employment.

One of the aims of The Shalom Network policy to avoid entering into a situation where individuals regarded as ‘volunteers’ are actually classed as ‘employees’ by law and therefore entitled to employment rights. It provides structure and guidance to help manage volunteers and enable a volunteering situation to flourish to mutual benefit.

Definition an Employee

An ‘employee role’ rather than a ‘volunteer role’ exists if any of the following conditions are met:

- An individual has a contract of employment. A contract does not have to be a written document. It refers to the relationship between the individual and the organisation. In order for a contract to exist there are two legal conditions which must be met. These are consideration and intention.
- Consideration, intention, and other related concepts are explained below: Consideration The individual and the organisation exchange something of material value. The value of what is exchanged can be minimal. Intention The individual and the organisation intend to enter into a legally binding contract i.e. they can each go to court to enforce their rights.
- Intention is usually implied by looking objectively at all the circumstances.
- Obligation The employer has an obligation to provide work and the employee has an obligation to do the work.
- Employment Rights An employee has protection from unlawful discrimination across equality grounds, i.e., age, race, sex, religion, politics, or disability. Employees also have protection against unfair dismissal and unfair redundancy. Employees have rights to sick pay, maternity leave, trade union activity, holidays, and the national minimum wage.

Third Party

The term ‘**third party**’ relates to a person or group besides the two primarily involved in a situation.

For example, party one = The Shalom Network, party two = The Shalom network beneficiaries, party three = suppliers and partner organisations.

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Team

Within the context of The Shalom Network's documentation, '**Team**' is the collective term covering, employed, contracted and volunteer colleagues engaged in carrying out the charity's activities.

Beneficiary

A **beneficiary** is anyone who uses or benefits from a **charity's** services or facilities, whether provided by the **charity** on a voluntary basis or as a contractual service, perhaps on behalf of a body like a local authority.

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C. Appendix D – Summary of Referenced Documents

The Shalom Network Volunteer Handbook

- The Shalom Network volunteering experience
- Starting your volunteering
- Training and development
- Mutual expectations
- Volunteering FAQs
- Key policies and guidelines
- Some do's and don'ts for volunteers
- Useful contacts

The Shalom Network Volunteer Agreement

- Roles, responsibilities, and mutual expectations
- Codes of conduct
- Acknowledgement and understanding of relevant policies and procedures
- Mutual expectations
- Enhanced agreement for those having privileged access to systems and data.

The Shalom Network Procedures Manual

- Responsibility and Accountability
- Risk Assessments and Risk Management
- Recording Attendance
- Transport
- Social Media
- Online
- Contact and Communication.
- Resourcing and Resource Planning
- Events
- Group Meetings
- Reporting
- Personal and Property Security
- Work Methods
- Collecting, Processing, Storing, Securing and Deleting Personal Information
- Sharing Data
- Data Retention

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- Storage and Archiving
- Access Controls
- Incident Management
- Purchasing, payments and expenses
- Collecting, recording, and allocating donations
- Gift aid
- Grant applications
- Sponsorship
- Work records, training register and skills matrices.

The Shalom Network Risk Register

- Risk description and reference
- Date recorded.
- Owner
- Priority Level
- Status, e.g., 'Open', 'Accepted'
- Outline action plan
- Planned remediation date.