TRBC Volunteer Policy

The Trustees recognise that the work done by volunteers enables the ministry and mission of the church in a way that no other single factor does. Volunteers are not just our most valuable resource, but they are the expression of God's love in time and space.

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Section A - Volunteer Policy

1 Policy statement

1.1 The Trustees recognise that the work done by volunteers enables the ministry and mission of the church in a way that no other single factor does. Volunteers are not just our most valuable resource, but they are the expression of God's love in time and space. The Trustees have agreed the following policy to inform all volunteers of the expectations of the church and the level of support they can expect to receive.

2 The principles behind this policy

2.1 The principles behind the policy are to:

a) value the status of volunteers as a core part of the activities within the church, with distinctive but complementary roles to those of paid staff.

b) ensure as far as possible that the role of a volunteer is mutually beneficial to both the church and the volunteer, with volunteers managed in a way that ensures the needs of both parties are met.

c) provide support, encouragement and guidance in an environment that enables volunteers to operate effectively.

d) encourage volunteers to grow in their personal discipleship.

e) provide suitable training opportunities to enable volunteers to develop their ministries and skills.

f) provide adequate and appropriate facilities, equipment and resources to help volunteers fulfil their roles.

g) provide a personal point of contact for all volunteers.

Section B - Recruitment, Management and Support of Volunteers

3 Recruitment

3.1 Volunteers may be recruited by:

a) personal invitation from a Team Leader, the Minister, or a Trustee
b) public announcement in the church service or church members' meeting

The Team Leader seeking to appoint a new volunteer should seek guidance from the Designated Person for Safeguarding (DPS) on the need or otherwise for references and/or Disclosure and Barring Service (DBS) checks. The Trustees and/or the Minister may appoint individuals subject to any DBS checks and Safeguarding criteria. Such appointments are then affirmed by the next members' meeting so that active and prayerful support can be given to our teams.

3.2 The DPS will follow up with the church's administrator to ensure that any references have been provided and DBS checks completed where these are deemed necessary.

3.3 The Trustees, including the Minister, will be informed of the names of any and all volunteers prior to them being allowed to take up roles within the church. This is the responsibility of the Team Leader.

3.4 The Church has a separate Safeguarding Policy for those working with children, young people and adults at risk. Volunteers working with these groups will be appointed following agreement by the DPS and Team Leader, and subject to the requirements of that policy.

3.5 Wherever possible, we seek to be inclusive while recognising that some tasks require specific skills. Therefore, we do not prevent people from volunteering on the grounds of age, race, gender or physical ability and seek to enable all to join in the ministry and mission of TRBC. Where it is reasonable and possible, we will provide appropriate support to enable volunteers to engage.

3.6 Where it is felt that a person is not able or suitable for a particular role, the trustees reserve the right to reject approaches from possible volunteers. Wherever possible, they should explain the reasoning behind that decision and help the person to recognise other volunteering opportunities that may be more appropriate for them

3.7 Volunteers will be made aware of the key responsibilities of their role, for instance, through

a) an informal conversation with their team leader
b) the provision of guidelines supplied by the church
c) a role description.

4 Management, Training and Support

4.1 Volunteers will have a volunteer agreement, to be completed by their Team Leader, which outlines the scope of the volunteer role. A specimen agreement is included in the Appendix. A copy of the completed volunteer agreement should be given to the church's administrator to be retained with any other records relating to the appointment, such records to be maintained in accordance with the church's Data Protection Policy.

4.2 Volunteers will be given induction and/or training so that they feel confident in their role.

4.3 Any tools or equipment supplied to a volunteer to enable them to carry out their duties will be fit for purpose, in a good state of repair and safe to use. Such tools or equipment will remain the property of the church.

4.4 If the volunteer needs to purchase anything for the sole use of the church and the activity, this should be discussed with their Team Leader. As stated in the Financial Management Policy, any claims for expenses incurred by individuals must be submitted to the treasurer for approval for payment. The purpose of the expense and the name of the person to be reimbursed must be included in the claim. Original receipts should be provided where available.

4.5 Volunteers should undertake an annual review with their Team Leader to discuss issues, difficulties, performances and outcomes.

4.6 Where appropriate, the church may ask volunteers to attend courses or conferences, or a volunteer may request such training or support. Subject to reasonable financial constraints, the church will endeavour to enable attendance by offering financial assistance in whole or part of the cost and travel.

4.7 Any grievance should be raised with the Team Leader in the first instance. If it remains unresolved, the volunteer may ask to speak with two Trustees.

4.8 Volunteers have the right to stop volunteering at any time. The church would appreciate as much notice as possible to enable a smooth handover and continuity of service, mission and ministry.

4.9 Trustees reserve the right to terminate a volunteer role or post if:

a) the individual concerned ceases to be a church member or in regular fellowship
b) the role or post is considered by the church meeting to be redundant
c) there is an allegation of sexual, financial or personal misconduct against the volunteer either in the role or beyond the life of the church.
d) the Minister or Trustees are aware of pastoral issues that make the continuation not to be in the best interests of the individual and/or the church.

5 Standards and Expectations

5.1 Volunteers are expected to fulfil their roles to the best of their ability, adhering to any rota that is prepared and to act with integrity and honesty in all that they do.

5.2 If a volunteer is unable to attend as agreed, as much notice as possible should be given to the Team Leader to enable a substitute to be found.

5.3 Volunteers should be aware of the Safeguarding Policy, Health and Safety Policy, Fire safety procedures and any other church policies relevant to the role they are undertaking.

5.4 Some volunteers may have access to confidential information on church members. Such volunteers should be familiar with the church's Data Protection Policy, respect confidentiality and not divulge information to others unless they are concerned about someone's safety.

5.5 If it has been agreed that a volunteer's car should be used in their work, the volunteer is responsible for ensuring that their insurers are aware that they are using their vehicle in the course of their volunteering duties.

Section C - Version control

Version	Comment	Date	Approved by
v1.0	Approved	21/10/2025	Trustees
v1.1	Revision to include DBS and references	13/10/2026	
v2.0	Approved	27/10/2026	Trustees

Appendix - Specimen Volunteer Agreement

Trafalgar Road Baptist Church

Volunteer Agreement

Team Leader

……

Named Contact

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Outline of role

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We want to involve you meaningfully in what we do and benefit from your skills, ideas, energy and enthusiasm. We hope you will find volunteering with us enjoyable and rewarding.

This Agreement briefly explains what you can expect from us and what we hope for from you as a volunteer.

We will do our best to

- Treat you fairly and with respect and dignity according to our church values.
- Provide a role description
- Ensure you understand your role and know how to perform it.
- Make sure you have a named contact to support and encourage you.
- Provide you with necessary training to undertake your role, through induction, ongoing development and by keeping you up to date with relevant issues.
- Review your role yearly with your named contact, informing you of any changes and listening to your suggestions and opinions.
- Make the environment you are volunteering in as safe as possible.
- Respect your privacy and protect your personal information.
- Provide the opportunity to resolve fairly any issues or concerns you may have whilst volunteering with us before they become problems.
- Repay on a discretionary basis, in consultation with the finance team, any essential expenses that you incur on behalf of the church during your work as a volunteer. We reserve the right to deny any claim which is not supported by a receipt.

We ask you to

- Provide references and agree to appropriate checks as required.
- Act in accordance with our mission and values by treating colleagues and visitors fairly, speaking with respect and recognising the needs of individuals.
- Be tolerant of each person's differences.
- Act with integrity as you work alongside others, sharing knowledge and information when appropriate and reporting any concerns, complaints or incidents to your Team Leader.
- Read, understand and comply with relevant policies and procedures.

- Share our commitment to safeguarding children and adults at risk. Attend and complete Safeguarding training when required.
- Work safely according to our Health and Safety Policy.
- Use any supplied tools, resources or materials safely and only for the purpose of your role.
- Follow the instructions given to you.
- Make us aware of any health issues or any perceived risks/hazards that may affect your ability to undertake the role or compromises your safety or that of others.
- Meet time commitments, letting your team lead know if you are unable to attend. Where possible, give reasonable notice so that other arrangements can be made.
- Respect confidentiality

Note that you will not receive remuneration or payment for your work other than reasonable reimbursement of receipted expenses.

Note that the church has employers' liability insurance, which covers you in the performance of your role.

This agreement is not intended to be a legally binding contract between us, and neither of us intends any employment relationship to be created now or in the future. If either party feels that the agreement is no longer mutually beneficial, the agreement will be reviewed and, after discussion, may be ended.

Signed----------(Volunteer) Date ----------

Signed……..(Trustee) Date ……..