



# **Hope Church Network**

## **Volunteer Management Policy**

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## Purpose and Scope

This policy operates using the Biblical principle found in Colossians 3:23-24:

*Whatever you do, work at it with all your heart, as working for the Lord, not for human masters, since you know that you will receive an inheritance from the Lord as a reward. It is the Lord Christ you are serving.*

Hope Church Network places great value on the involvement of all who are part of the church, either as church members or regular attenders. Although we have some employed staff, without volunteers we could not be an effective church.

Part of the ethos of the church is that all members should be able to contribute to the working of the church in some way – this has been referred to since its beginnings as “Every Member Ministry” and is reflected in one of our [Core Values](#):

*Shared leadership and every-member ministry, encouraging and training all our members to use and develop their gifts and passions.*

There are many ways to be involved in Every Member Ministry and serve the church. This includes supporting one or more of the various activities that are organised on Sundays and through the week.

Most of the teams operate on a rota basis to ensure that those involved are not committed every week. The more people that are on the teams, the more the commitment is shared and is less onerous.

This volunteer policy sets out the principles and practice by which we involve volunteers.

## Recruitment

Volunteers will generally be anyone who is part of the regular church congregation. The church will frequently publicise the need for particular roles or tasks that need to be done. People who are interested will be invited to talk about what’s involved with the appropriate contact person for that role. Local Church Leadership Team (LCLT) Members and Team Leaders may also approach individuals.

Some roles are reserved for church members only, where the elders deem it is appropriate that the persons involved should subscribe to the Churches’ [Statement of Faith](#), have particular skills and experience or otherwise shown the deeper commitment and identification with the values involved in formal membership.

An enhanced recruitment process is in place for roles which work with children and/or vulnerable adults. More information can be found in the Safeguarding policy.

## Voluntary Task Outlines

Most roles have Role Descriptions outlining the responsibilities and anticipated time commitment for each role.

## Induction and Training

Volunteers will be given an induction and ongoing training appropriate to the specific tasks to be undertaken. This will usually be by the Team Leader. In some instances, a training course may be appropriate and paid for by Hope Church Network.

## Support, Feedback and Problem Resolution

Team Leaders are expected to ensure all team members are sufficiently supported and communicated with and consulted on decisions that affect them. They are also encouraged to involve / consult with team members on how the service/task is provided and to give opportunities to feedback.

Volunteers are encouraged to discuss any concerns they may have with the Ministry Team Leader (in the first instance) or with any of the LCLT at any time.

## Records

Minimal details/data will be kept on volunteers. This will often be just the name of the person on the particular rota or a task that they are leading. Church Members and other regular attenders may edit their own details which are visible to other attenders on My Churchsuite.

Ideally, volunteers will provide an email address so that they can receive rota reminders and be contacted by the team leader/other team members to arrange swapping of turns.

## Expenses

Volunteers are not paid for their time but should be paid for any out-of-pocket expenses, and are encouraged to claim them. Any expenses incurred will be refunded by the Hope Church Network provided receipts are kept, e.g. Travel, essential equipment, materials etc. More information regarding expenses is contained within the Finance Policy.

## Insurance

Hope Church Network has Public Liability Insurance in place, which provides cover for Volunteers while carrying out agreed duties.

## Health and Safety

Hope Church Network will take all reasonably practicable steps to ensure all volunteers' health, safety and welfare.

## DBS Checks

Where volunteers are working with children or 'at risk' adults a Disclosure and Barring Service check (DBS) is required by law. DBS checks are arranged by the Safeguarding Coordinator with the assistance of the DBS Recruiters. Checks are free to volunteers.

## Stepping Down

Volunteering is, by nature, non-contractual and it is important that no-one feels indefinitely trapped by a volunteering commitment. Potential volunteers are encouraged to ensure they have prayed about, and appreciated, the level of commitment needed, through the initial discussions with the Team Leader or LCLT. It is, however, important to the team and to the wider church that volunteers can be relied on to play their part in the sharing of responsibilities.

If a volunteer is considering – or has decided - they should step away from a role they should discuss this with and aim to give as much notice as possible to the Team Leader or LCLT. It may, in some circumstances, also be helpful if they could bring their experience to assist in recruiting a successor.

Rarely, a Team Leader or the LCLT may feel that the volunteer is not, after all, suited for the role or that circumstances, or the role itself, have materially changed in a way that makes the volunteer less well-matched. This position would only be reached after prayerful consideration and full consultation with the volunteer – including how the role could be adapted.

Members of the LCLT will always aim to be supportive of (i.e. not criticise or place undue pressure on) anyone stepping down from their role regardless of the reason(s) behind the decision. This also helps to remove one possible concern a potential volunteer might have around joining a team or taking on a role.

## Categories

Categories of church volunteers include, but are not limited to-

- Administration helpers;
- Children's and young people workers;
- Communications;
- Event co-ordinators;
- Facilities team;
- Prayer team;
- Musicians and worship team;
- Refreshments and Communion teams;
- Small group co-ordinators;
- Tech teams (PA and Projection);
- Welcome team.