



Volunteer Management

Volunteer Policy

Volunteers in Rhos a Mynydd Mission Area make a vital contribution to our aims. We believe that we should invest in our volunteers. To this end, we shall provide regular and on-going support, supervision and training, to enable volunteers to develop their skills, both in order to enhance their volunteering work with us and to help them contribute to the wider community. Within this Mission Area volunteers are involved in

- The management of our charity through serving on the Trustee Board (MAC) and its sub-committees
- Many other roles which support the mission and ministry of the church

By adopting this policy Rhos a Mynydd Mission Area aims to:

- Highlight and acknowledge the value of the contribution made by volunteers;
- Reflect the purposes, values, standards and strategies of the Mission Area in its approach to involving volunteers;
- Recognise the respective roles, rights and responsibilities of volunteers;
- Confirm this Mission Area's commitment to involving volunteers in its work;
- Establish clear principles for the involvement of volunteers; and
- Ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by our volunteers;

Volunteers have a right to:

- Accurate information on the Mission Area and its policies;
- A clear description of the tasks that they expected to undertake and the skills needed to undertake those tasks effectively and a clear understanding of accountability.
- Opportunities for self-development, through training and support;
- Have a safe working environment;
- Have out-of-pocket expenses reimbursed where agreed;
- A named person they can go to for advice, training, support and peer mentoring;
- Protection from exploitation by other volunteers and those whom we serve;
- Say 'no' without feeling guilty;
- Have their contribution valued by all sections of the Mission Area;
- Receive constructive feedback on their contribution;
- Be covered by appropriate insurance;

The Responsibilities of Volunteers

- To treat everyone associated with the Mission Area – children and adults - with courtesy and respect and comply with the Diocese of St Asaph Dignity Charter.
- To be reliable, particularly with agreed arrangements and carry out agreed roles and tasks;
- To notify the appropriate person if you are unavailable or unable to fulfil your volunteer duty.
- To co-operate with other volunteers.
- To undertake relevant training when necessary;



- To exchange information and feedback;
- To ask for support when and where it is needed;
- To respect confidentiality where and when appropriate;
- To follow our Safeguarding policy.

Recruitment and Selection

Rhos a Mynydd Mission Area will adhere to its equalities and diversity policy when recruiting and selecting volunteers. Written role descriptions will outline the broad duties of the role where appropriate. Where there is specific training required this will be highlighted as part of the recruitment process. Where there is a requirement for a Disclosure Check, this will be highlighted as part of the recruitment process.

Support and Supervision

All volunteers are covered under our insurance policy with Ecclesiastical Insurance which includes Public Liability Insurance.

On starting, a volunteer will have an induction to their volunteering which will cover what is expected of the role. This will include how to perform the role in an environment that meets current legislative and safe working practices. We expect volunteers to comply with existing policies and procedures.

Following induction, volunteers should have periodic support and review meetings with a named contact to discuss any issues or identify any areas for development. There will be certain roles that require more formal and frequent review – especially if that role is subject to legislative controls or change. A record of these discussions may be held as part of a volunteer's records. Volunteers can have access to their records at any time.

Volunteers will be able to claim reasonable expenses for their volunteering, as agreed, on the provision of the relevant documentation. Volunteers should discuss any planned expenditure prior to incurring these expenses to ensure it will be covered by the charity.

Where volunteers have holidays or other commitments which mean that they cannot attend their normal volunteering, they should advise their named contact so that alternative cover can be arranged.

Volunteers can access learning and development opportunities which are relevant to their volunteering role throughout the duration of their volunteering. Volunteers may be able to apply for a Diocesan Training Bursary to cover the cost of external training and development.

Problem Solving

Volunteers are important to us. It is important that volunteers enjoy their experience as a volunteer. If you have questions, concerns or if you are unhappy about anything, please talk with the person responsible for your support and supervision. Many problems can be sorted out through discussion. Where this is not appropriate it may be dealt with by the relevant member of the clergy or Mission Area Leader.

Responsibility

Overall responsibility for the implementation, monitoring and review of the policy and procedures lies with [name person responsible from your MAC]. Implementation and adherence to this policy is the responsibility of all staff and volunteers within the Mission Area.

Date Adopted: 13.10.2025

Date due for review: 13.10.2028