

Responsible Person	Head of Department – Safeguarding & Volunteers (Canon Chancellor)
Function	Volunteers
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Supporting Documents	Volunteer Handbook, Volunteer Safeguarding Training Policy Nominations Committee Recruitment Procedures for Non-Executive Members of Chapter and Committees

VOLUNTEER RECRUITMENT & SELECTION POLICY & PROCEDURES

1. Introduction

- 1.1. Rochester Cathedral is committed to providing the widest possible access to our Cathedral and its varied activities and services. Encouraging volunteering at the Cathedral is a good way to do this.

2. Policy

- 2.1. The purpose of this policy is to:

- define the terms and set out the principles, practices and procedures that the Cathedral will follow in its appointment, management and partnership with volunteers.
- specify the expected standards of behaviour which volunteers must achieve in their roles.
- assist clergy, staff and Chapter to understand how and why volunteers are involved and what their role is.
- help ensure fairness and consistency.
- ensure that our volunteers are valued and the contribution they make to our work is recognised.

3. Scope

- 3.1. The scope of this policy relates to the recruitment of all volunteers with the exception of personnel applying to be appointed as a member of Chapter and/or a member of Chapter's

committees. Responsibility for the recruitment and appointment of volunteers to these roles fall to the Cathedral's Nominations Committee in conjunction with Chapter.

4. What is a Volunteer?

4.1. *Volunteering England* defines a 'volunteer' as someone who commits time and energy for the benefit of others, who does so freely, through personal choice and without expectation of financial reward. An offer of voluntary work and re-imburement of expenses does not constitute an offer of employment.

5. Why do we use Volunteers?

5.1. There are many reasons to involve volunteers in our work at the Cathedral. They:

- provide additional resources allowing us to increase our capacity to deal with existing workloads more effectively and to undertake new projects.
- provide a means to engage with our local community.
- raise our profile.
- bring us credibility (individuals freely giving their time demonstrates that the work we do is of value).
- bring a fresh approach along with valuable knowledge and experience.
- providing work experience and opportunities to help some volunteers to a route for further study, training or employment.
- Contribute valuable experience and specialist skills supporting the governance of the Cathedral i.e., Chapter/committee members.

6. The Role of Volunteers

6.1. Volunteers play a vital role in helping to meet the needs and expectations of the Cathedral's visitors and worshippers and to ensure that activities and events are conducted with efficiency.

6.2. Volunteers are unpaid helpers. Any role provided by volunteers should enhance and not replace those provided by paid staff.

7. Who can Volunteer?

7.1. Volunteers must be over the age of 18. In some instances, it would be acceptable to use volunteers aged between 16 and 18 provided that a risk assessment demonstrated that placing the young person in a voluntary role would not put them, or those with whom they were working, at risk. All volunteers reaching the age of 80 while in a volunteering role will have a personnel risk assessment carried out. Responsibility for ensuring that a risk assessment is undertaken lies with the Volunteer Manager.

7.2. Exceptions with regards to age will be made where a 'volunteer' is participating through the Duke of Edinburgh Award Scheme. A risk assessment of the work that they will be undertaking must be completed prior to accepting a child under the age of 18.

8. Responsibility for the Recruitment of Volunteers

8.1. The Volunteer Manager has overall responsibility for ensuring that the agreed procedures for Safer Recruitment is followed. Whilst the Volunteer Manager has overall responsibility it is recognised that recruitment of volunteers in support of a range of disciplines maybe led by their other key staff. In this instance the Volunteer Manager will ensure that these team leaders are trained and familiar with the recruitment process and will provide the appropriate forms to which they must comply.

9. Recruitment and Interviewing of Volunteers

- 9.1. The Cathedral will seek to ensure diversity amongst its volunteers.
- 9.2. All volunteers must complete an application form, attend an informal interview and provide the names and addresses of two personal referees. The referees must be over 18 and have known the applicant for at least two years and must not be family members and/or members of the cathedral clergy or staff. References must be obtained before a volunteer can be appointed to their role. Proof of ID is also required for all volunteers. The is proof could be in the presentation of documents such as a passport or driving licence (with photo) , and proof of residence evidence such as utility bills, credit card bills etc.
- 9.3. All interviews must be conducted by two people, one of whom should normally be the Volunteer Manager. If the interview is being undertaken by another team leader, the Volunteer Manager must be involved using the agreed volunteer interview template. At least one member of the interview process must have completed and passed the C of E Safer Recruitment and People Management training course.
- 9.4. Volunteers will be placed in a role suited to their interests, experience and abilities. The volunteer will have a review after six-month trial period. This is to get feedback from the volunteer to see how they are getting on, to make them feel valued and supported and to build up a good relationship. Review sheets are available from the Volunteer Manager.

10. Screening of Volunteers & Safer Recruitment

- 10.1. If the volunteer's role involves contact with children or vulnerable adults, a Disclosure and Barring Service (DBS) check must be done. Requests for a DBS check should be passed to the Cathedral's Lead Recruiter (LR) (Kay McDowell (Office Administrator, Liturgy & Music).
- 10.2. The Cathedral will pay for the DBS check for volunteers if applicable.
- 10.3. Volunteer roles requiring a DBS check have been pre-determined and are to be kept under review by the Volunteer Manager in conjunction with the Cathedral Safeguarding Officer. These roles and levels of check required are set out below:

Enhanced with child workforce with barred list

- Bell Tower Captain and Tower Vice Captain
- Choir Chaperones
- Education and Family Learning Volunteers
- Head and Deputy Head Server
- Sunday Club Leader and helpers

Enhanced with Child and Adult workforce with barred Lists

- Non-executive members/trustees of Chapter
- Chaplains
- Priest Vicars
- Licensed Pastoral Assistants

11. Volunteer Agreements and Role Profile

- 11.1. Each volunteer must sign a Volunteer Agreement and will be given a copy for reference. This will be countersigned by the Volunteer Manager on behalf of the Cathedral. Each Volunteer will also have a role profile clearly setting out their tasks and responsibilities.

12. Equal Opportunities

- 12.1. Equal Opportunities is not about treating everyone the same; it is about treating people fairly, but differently according to their need. The needs of prospective volunteers will be assessed so that they can be offered a role that is within their capabilities and that which does not discriminate against them.
- 12.2. All prospective volunteers will be asked to provide information of any medical conditions or special educational needs so that the role they are offered is suitable. In such cases where a volunteer role is offered a risk assessment will be conducted to ensure that the volunteer can be properly supported.

13. Induction, Training, Safeguarding and Health and Safety

13.1. Induction

Volunteers must also undergo induction prior to starting. This induction will include familiarisation with the layout of the Cathedral and practical arrangements for volunteering. As part of the induction, the Volunteer Manager will clarify individual training needs.

13.2. Training

Responsibility for training volunteers lies with the Volunteer Manager and the Team Leader. Appropriate training and support for volunteers is vital to ensure the success of the placement: it ensures that volunteers appreciate the roles of staff members and can understand the working practices of the Cathedral workplace. Training needs will be regularly reviewed.

13.3. Safeguarding

- 13.3.1. The care and protection of children, young people and vulnerable adults visiting and participating in Cathedral activities is paramount. Everyone who participates in the life of the church has a role to play in promoting a Safer Church for all. The Cathedral adopts and complies with national Church of England safeguarding guidance: these policies can be found on the Cathedral website. <https://www.rochestercathedral.org/cathedral-policies>
- 13.3.2. Prior to starting as a volunteer, all volunteers must undergo mandatory on-line safeguarding training appropriate to their role and as set out in the Volunteer Safeguarding Training Policy. Most training course need to be renewed every three years.
- 13.3.3. All volunteers must wear photographic identification. Volunteers will be supplied with ID badges on lanyards and are required to wear these badges visibly whenever they are carrying out Cathedral duties. Responsibility for producing the ID badge lies with the Volunteer Manager.

13.4. Health & Safety

- 13.4.1. The Cathedral has a statutory responsibility, under the Health and Safety at Work Act 1974, to its volunteers, employees, and members of the public, to ensure their health, safety and welfare whilst on cathedral premises.
- 13.4.2. All Volunteers will be given instruction on health and safety matters appropriate to the role they are carrying out.

14. Volunteering Charter

14.1. Volunteers can expect:

- to be valued as an individual
- to be respected for their knowledge and skills
- to have support, feedback, appreciation, and encouragement
- to have opportunities to contribute to improvements
- to have opportunities to discuss concerns and problems relating to their role
- not to have their role changed without prior discussion
- to be covered by the Cathedral Guard insurance policy or Public Liability insurance
- to have clear guidelines within which to carry out their role
- a safe working environment

14.2. In return the Cathedral would like its volunteers to:

- Enjoy being a volunteer and making their contribution to the Cathedral life;
- make a regular commitment to volunteer, according to the timings of their activity and support the activity fully
- treat clergy, staff, other volunteers and members of the public with respect
- follow advice and instructions, especially relating to safeguarding and health and safety
- alert the Cathedral staff of any concerns they have as soon as they arise
- give as much notice of absence as possible

15. Confidentiality and security

- 15.1. All personal data held by the Cathedral with regards to volunteers will be stored securely in compliance with the GDPR and will not be shared with anyone outside the organisation.

16. Volunteer Handbook

- 16.1. Each volunteer will be given a Volunteer Handbook containing relevant procedures and information to assist them in delivering and understanding their roles.

17. Volunteer Benefits

- 17.1. All volunteers will be entitled to the following benefits:

- Free tea and coffee when on duty
- 10% discount on café and shop items
- Be invited, at certain times of the year, to specific events aimed at celebrating the work, support and contribution of volunteers

18. Staff Support

- 18.1. Cathedral staff must be aware of this policy and its contents to ensure that all volunteers are treated with respect and made to feel like a valued member of the Cathedral team.

19. Recording Volunteer Hours

- 19.1. The number of hours each volunteer completes must be recorded as this helps to quantify the benefit to the Cathedral and to meet the Cathedral obligations under Health and Safety and Safeguarding.

19.2. Insurance

19.3. The Cathedral holds public and employer's liability insurance policies. The volunteer is covered by these policies whilst acting for and on behalf of the Cathedral in connection with its business. However, for anyone over the age of 80 a risk assessment must be undertaken to comply with our Public Liability insurance policy.

20. Data Protection

20.1. We recognise that we have legal duties under the Data Protection Act 2018 regarding personal information, which we hold pertaining to a volunteer.

21. Grievance/Complaint Procedure

21.1. Volunteers do not have the same rights as employed staff and therefore will not be able to use the Cathedral grievance/complaints policy. However, in the event of a volunteer having an issue or if the Cathedral needs to resolve a problem with a volunteer, both parties can refer to the 'Problem solving procedure' contained within the Volunteer Handbook.

22. Leaving the Cathedral's volunteer programme

22.1. All volunteers are free to leave at any time. If a volunteer is deemed to have broken the conditions of their Volunteer Agreement, or if a volunteering relationship is agreed to be exhausted, or there has been a breakdown of trust, it may become necessary to insist or invite the volunteer to step down.

22.2. Volunteers may wish to take a break from their volunteering role for a time and the Cathedral will respect this. However, on their return they will be required to have an informal meeting with the Volunteer Manager before resuming their role.

23. Record Keeping

23.1. The Volunteer Manager will be responsible for maintaining a secure central database record of all volunteers' personal details including training undertaken and will ensure that any paper records are stored in a secure manner.



Signed

Dean of Rochester
Dated: 2 October 2023