***What does the organisation exist to do?***

*e.g. simple mission statement - St Saviours’ Drop in Centre exists to offer a safe and welcoming place to everyone, especially those who are struggling to cope or feeling marginalised.*

***Why are volunteers important to achieving that?***

*e.g. Volunteers enable us to keep the Drop in Centre open and make it a place of welcome and safety that can be a lifeline for those who visit.*

***What statement can you make about how volunteers fit into the organisation?***

*e.g. By involving volunteers in the centre we benefit from their experience and skills and they are a highly valued part of the organisation. Together, with our different skills and ideas, we can help those we seek to serve.*

Recruitment

**Statements saying what you intend to do in terms of recruiting volunteers**

*Could include*

* Where will your volunteers come from?
  + *If you want to be open to new people and skills, advertising beyond your existing networks, is important. But you then have to be willing to welcome the variety of people you might get, even though you don’t have to say yes to everyone.*
  + *Will some/all roles require people to be active Christians because of the nature of your work and might there be some roles where that wouldn’t be necessary and where having open recruitment might be a positive? Any restrictions on recruitment would need to be explained in terms of how they fit with your purpose as an organisation and the requirements of the role.*
* How will you decide if a person matches a role?
  + *Will you take everyone who offers? – inclusive but risky and so that will depend on whether you can accommodate a range of competence*
  + *Will you have informal interviews/chats? – to explore whether someone is suitable for a role and redirect them to another role or say a gentle no to them if you feel that is necessary.*
* Will you take up references?
  + *Do this for everyone or no-one. Apart from a bit of a safety check, references can let you know about skills that people didn’t mention they had, which is useful.*
* Do you have any policies that you will be recruiting in line with?
  + *E.g. Equal Opportunities, Safeguarding etc*
* Will some volunteers require DBS checks?
  + *If so, will you make any necessary payments?*

Induction and Training

**Statements saying what training is on offer, and why it matters**

* Will all volunteers have an induction?
  + *This is the time to set out the ground rules and also to welcome someone to the team. A good induction can avoid a lot of problems in the long run.*
* If so, what must it include?
  + *E.g. introduction to the organisation, Health &Safety briefing, role induction and training, familiarisation with any relevant policies, information about practicalities*
* Is there other regular training on offer and why does it matter?

Volunteer formalities

**What can all volunteers expect to have?**

* Will they all have a role description or similar?
  + *This is a simple, key document, outlining what the volunteer is going to be doing.*
* Will they all have a mutual expectations/volunteer agreement?
  + *Setting out what they can expect from you and what you expect from them. This can be very useful as people don’t always share the same assumptions. It is also useful to refer back to if things go wrong.*
* Will they all have a named person to turn to for support and guidance*?*
  + *This is very helpful for volunteers and may make it easier for them to ask questions or bring any concerns they may have. If not, will you ensure that volunteers are supported and guided as necessary?*
* Will they be reimbursed for out of pocket expenses?
  + *This is good practice and also opens volunteering up to a broader pool of people*
  + *Agreeing principles on this makes sure it is fair to everyone.*
  + *If you do reimburse expenses, do you want to have any upper limit on what can be claimed? If travelling by car, will you offer a certain amount per mile? If travelling by public transport, will you ask for the bus or metro ticket for your records? Will you only reimburse travel expenses + other specific expenses that have been agreed in advance with someone (who?)? (Some organisations reimburse things like lunch, child care etc. You need to decide what your boundaries are.) Who will be the person responsible for reimbursing expenses and how will you operate a petty cash system?*
* What arrangements for insurance cover has the organisation/church put in place to cover volunteers?
  + *E.g. Public liability?*
* If they need any special equipment/clothing, will this be provided?

Dealing with problems

* What will you do if problems arise with a volunteer?
  + *E.g would you always seek to deal with issues that arise informally at first. If problems cannot be resolved informally, do you have a (simple) problem solving procedure to ensure that problems are resolved fairly?*

Implementing the policy

* Who is the person responsible for the implementation of this policy?
* Will this policy be reviewed regularly by the PCC/Board? *It should be if it is to have credibility as a working document.*
* Which guidelines or procedures would need to be implemented in support of this policy?
  + *E.g. Problem Solving, Equal Opportunities, Child Protection, Health and Safety…?*