

# Volunteer Management

## Introduction

The American International Church (AIC) is constituted by the congregants who gather here for worship, service, and growth. The organizational structure and the staff exist to serve and equip this congregation to embody God's divine calling for their lives. Volunteers and the roles they perform are integral to our identity as a church and to our aims and objectives as a charity.

We are committed to best practices in recruiting, supporting, and safeguarding our volunteers and those with whom we work. As such, our policy is:

- To onboard volunteers with commitment to safeguarding and safer recruiting practices.
- To value volunteers as a core part of AIC so that all volunteers know their contributions are significant, meaningful, and appreciated.
- To support volunteers by ensuring that their role is mutually beneficial to them and to AIC and by providing ongoing assistance and backing.
- To provide training, resources, and communication that allow volunteers to perform their roles with competence and confidence.
- To conduct risk assessments for events and ongoing activities, and to make provision for resources required for the safety of volunteers.

## Recruitment

Volunteers are involved with AIC without a legally binding contract or any implication of future employment or worker relationship. Any payment received by volunteers is limited to reimbursement of reasonable expenses related to an AIC event or program.

We are committed to safer recruitment and selection of all paid staff and volunteers with emphasis on those in regulated activities. We will treat applicants who have a criminal record fairly and do not discriminate because of a conviction or other information revealed (see Appendix 8 of our safeguarding policy) and ensure that all safer recruitment-related procedures are followed, which include:

- asking applicants to complete an application form
- providing workers with job or role descriptions and person specifications
- completion of self-declaration forms
- obtaining Disclosure and Barring Service (DBS) checks for eligible roles and positions
- taking up two references (not from family members)
- interviewing candidates
- providing workers/volunteers with written contracts/covenants.

## Support, Management, & Recognition

Volunteers will have an ongoing supportive relationship with at least one member of the ministry staff. Reviews will take place informally and will serve to ensure that the volunteer is both fulfilling their role and finding personal benefit in their role. Volunteers will be

properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform with confidence. We encourage all volunteers to offer feedback and to share their opinions and perspectives to strengthen our ministries and programs. AIC seeks to recognize the contributions of our volunteers through giving credit and appreciation publicly as well as through written thanks.

### **Inclusion**

We seek to be inclusive in our recruitment of volunteers and to provide an environment free from discrimination. Please see AIC's welcome statement for a fuller explanation of our values on justice, equity, diversity, and inclusion. For many roles, we welcome volunteers of all faiths and no faith, but for some roles, we do require volunteers to be professing Christians (e.g., for teaching roles or others related to faith formation).

### **Conduct & Confidentiality**

All Council members, paid staff and volunteers will work within our AIC Code of Conduct, alongside our Safeguarding Policy, especially Appendices 3 and 4. At the time of induction, all are notified that there may be action taken if this code is not followed, possibly involving suspension or the termination of people's service.

Volunteers are expected to maintain the confidentiality of all members and attenders of AIC events and programs. This includes their affiliation, participation, or donation to AIC as well as their personal information and details of their personal life.

Volunteers' personal information will be kept confidential by AIC, securely stored in a church database or on church property.

### **Insurance**

Volunteers are covered by AIC's Liability Insurance. The organization does not insure the volunteer's personal possessions against loss or damage.

### **Standing Down or Removal of Volunteers**

We respect the right of volunteers to end their commitment at any time, but kindly request reasonable notice so that a replacement can be recruited.

In cases of negligence or misconduct which may cause harm to anyone or reputational or other damage to the charity, we may ask a volunteer to stand down. This will always be done as a last resort, and in consultation with the Church Council and, if necessary, the Safeguarding Coordinator or Synod Safeguarding Officer.