



Volunteering Policy

Document reference	TCP004	Document purpose	Guidance
Author	Truro Cathedral		
Target audience	Cathedral staff, clergy, choral scholars and volunteers		
Description	This document provides a framework to promote the welfare and management of activity of all those volunteering in the cathedral.		
Cross reference			
Action required	Read and embed policy into normal practice through the recruitment, induction and management of volunteer activity.		
Document status	This is a controlled document. Whilst it may be printed, the electronic version held on the cathedral network will be the most up to date copy. This document should not be saved on local drives but always accessed via the cathedral drive.		

Status of Volunteers	We value the contribution our volunteers make to cathedral life and this policy will show the care and thought used to ensure the right protocols are in place to support them and the important part they play. It is understood that volunteers provide resources complementary and in addition to paid staff. Although a volunteer is not an employee and has no contract of employment, the cathedral will provide a role description outlining expectations and requirements. The cathedral will always try to provide work for volunteers but is not bound to do so and volunteers are free to refuse work. To help workflow, it is expected that both the cathedral and volunteers will give as much notice as possible if unable to meet agreed expectations.
Volunteer roles	Role descriptions outlining duties, skills/experience needed for each volunteering opportunity will be provided. Some roles may require training or a criminal records check and a volunteer will always undergo a trial period to ensure both they and the cathedral volunteer role are compatible.
Recruitment	Every volunteer will be asked to fill out an application form and these details will be kept centrally on the cathedral database. A potential volunteer will always be invited to meet with the staff member responsible for the group to ensure suitability for the role. They will also be asked for references and depending on the area of work, may need



	to undergo a criminal records check.
Volunteer pack	We will provide every volunteer with a volunteer pack: <ul style="list-style-type: none">• An outline role description• The Volunteer Policy
Training	An induction to the cathedral and the role will be provided at the first opportunity, along with any necessary training.
Confidentiality	Volunteers may become aware of confidential information about the cathedral, its staff, visitors and suppliers. This should not be disclosed or used for their own or others benefit without the consent of the party concerned. This does not prevent disclosure once information is in the public domain (unless it has been made public by a volunteer's breach of confidentiality) or where the law permits or requires disclosure. All media enquiries should be referred to the Development Team 01872 276782.
Support	Each volunteer will be supported by the Volunteer Staff Coordinator and/or the Volunteer Team Leader. Regular communication will be set up and a review meeting after the first three months. If a volunteer has any queries or would like to change their work they can discuss this with the Volunteer Staff Coordinator.
Resolving problems	The Volunteer Staff Coordinator will try to resolve any problems informally as soon as is feasible. If this is not possible a formal complaint can be made in writing to the volunteer's Head of the Managing Department. Where complaints are received about the conduct of a volunteer, the volunteer in question will be asked to cease their usual role until the facts of the complaint have been fully investigated. The final decision as to whether the volunteer remains in the role will be that of the Head of the Managing Department or the Dean if appropriate.
Terminating the role arrangement	Either the Cathedral or the volunteer can terminate the role arrangement with or without notice at any time.
Health & Safety	The cathedral has a duty of care for the health and safety of its volunteers. At any age, where a health and safety risk is identified, a review will be undertaken with the volunteer to determine whether the volunteering arrangement should continue. There may be instances where some volunteer groups expect their members to resign from active volunteering at a specific age. Volunteers have a duty of care to



	<p>themselves and others affected by their actions and should follow the cathedral's health and safety policies and procedures at all times. Volunteers are not expected to act outside their area of work and should make sure they report all accidents to the Volunteer Staff Coordinator.</p>
Policies & procedures	<p>Volunteers are expected to observe all the cathedral's policies when on the premises and carrying out their volunteering duties. Their induction will include an explanation of these policies and procedures.</p>
Insurance	<p>Truro Cathedral provides professional and public liability insurance for volunteers as long as they have been properly registered and are included on the database. However, this will not cover unauthorised actions or actions outside the volunteering arrangement.</p>
Safeguarding	<p>Truro Cathedral takes its safeguarding responsibilities very seriously. All volunteers carrying out duties with vulnerable adults or children will be asked to fill out a confidential disclosure form and where appropriate, undergo a criminal records check before undertaking their role. There is a requirement for all volunteers to undergo an appropriate level safeguarding training.</p>