

Volunteer Code of Conduct

What can you expect from us?

- To have a designated member of staff who will be available for advice and guidance.
- Staff and leaders to keep to this code of conduct themselves and to apologise if they make mistakes.
- You can expect to be provided with (or reimbursed if agreed in advance) materials and resources for your work with children.
- You will always be working in a team of at least two people.
- You can expect to work in a space that is safe, clean and suitable for the needs of the group.

What should your team expect from you?

In keeping with our church wide values, your team should expect you to be:

Committed

We should act with godly integrity in our personal lives, and set good example to those we serve. This includes being reliable, committed and carrying out the tasks we have agreed to do as well as we are able to.

Hungry

Volunteers are expected to be regular members of church family, attending most weeks where health and circumstances allow. Normally you will be a member of a lighthouse for pastoral care, support and discipleship.

You aren't expected to have all the answers to matters of faith, but you are expected to have a relationship with God and seek to know him better.

If you are a non-church member volunteer from the local community you will need to respect our faith and ethos. We would love you to get to know God for yourself!

Vulnerable

Showing vulnerability in church means putting down the "I'm fine" mask, being open and building safe, trusting relationships. Volunteers are valued, talented and important people in our church. If you are going through a difficult personal situation (e.g bereavement, mental ill health or other ill health) you are encouraged to speak to a member of staff for support. Please also use your lighthouse for support.

We recognise the skills, expertise and life experience that many in our congregation bring from their prior experiences of battling mental health difficulties, drugs, or alcohol. However you must not volunteer whilst under the influence of alcohol or drugs and must disclose to the Children & Families Pastor or clergy if this is an area you are currently struggling with or you are experiencing a relapse. We can direct you to organisations that can support you and also seek to support you as a church family.

We recognise that many people struggle with times of personal distress or mental ill health, and in most cases, with treatment and support, volunteers are still very capable of fulfilling their roles. However if your mental health is stopping you from being able to safely work with children, young people or adults who are at risk, then you need to disclose this to the Children & Families Pastor or clergy. We want to support you as a church family. Normally this will result in a temporary break from volunteering while you get support. You are still hugely valued.

Loving

Disagreement and conflict are inevitable. We are humans! However we can commit to resolving conflict within the team without shouting, swearing or being intimidating or aggressive. Giving each other grace means we can calmly discuss the issues at hand.

When we make mistakes we need to own up to them and say sorry those we have hurt

It's important that volunteers respect the leadership of those place in authority of each ministry area. This means that after expressing your viewpoint, you respect that they are appointed to have the final say on what happens, even if you don't agree. This doesn't apply if there is an issue of safety, when you should speak to a member of the clergy or the safeguarding officer if your concerns have not been addressed.

Volunteers will all have DBS checks and must participate in safeguarding training. It is your responsibility to keep to the safeguarding rules and training you have received. Any safeguarding concerns need to be reported on the same day. You might hold an important piece of the puzzle for keeping safe a child, young person or adult at risk.

What should children, young people and adults at risk expect from you?

- That you build them up, are kind and encouraging
- That you value them as an individual
- That you set a good example
- That you keep them safe from physical or emotional harm
- That you lead or help in sessions in ways that are age and context appropriate
- That you apologise when you make a mistake
- That you teach them things that are true and Godly.
- That sessions are well planned and organised
- That you keep appropriate boundaries and refer any pastoral or safeguarding concerns about them to the Children & Families Pastor, clergy or safeguarding officer (as appropriate).