



## **Volunteer Agreement Handbook between the volunteer and Acorn Christian Healing Foundation**

Your role as a volunteer is to undertake listening and prayer ministry alongside the associated services. This work is to promote and conduct the work of Christ the Healer.

### **1. Requirements**

- a) A meeting must take place between yourself and the Director of Acorn to make sure that both parties are content with the volunteering to commence, and duties involved.
- b) Volunteer Agreement to be signed by both parties
- c) Complete a listening and healing course
- d) Be accountable to Acorn's Board of Trustees and Director
- e) Attend, on average, at least two Healing Services each month during the year
- f) Complete a DBS check

### **2. Induction and Training**

- An initial interview with Acorn's Director to outline volunteer roles and responsibilities will take place. As well as this, information will be given on the work of Acorn Christian Healing Foundation, its staff, activities, policies and procedures.
- There are monthly team meetings led by the Director or appropriate staff member to discuss the ministry taking place, pray together, and to be updated on ministry opportunities. New members of the volunteer team are welcomed at these meetings.
- The Director or staff member leading the volunteer team will arrange to check in on a monthly basis with you, in team meetings, or one-to-one if you require, addressing any concerns you or Acorn may have regarding your role and the ministry taking place.

- The first two months of the agreement will be an induction period, at any point during or after this you and Acorn will have the opportunity to continue or end the agreement.
- If at any point during your involvement with Acorn you no longer want to serve in the capacity that you are serving, you are welcome to resign or explore other areas to serve by informing the Director. Similarly, if Acorn have concerns with your involvement or wellbeing, the agreement can be ended. Before this, Acorn will attempt to address any areas of concern before asking any volunteer to resign.
- Regular team training is provided throughout the year by Acorn, making sure that you are aware of your role and responsibilities, as well as the wider operations of Acorn at that time. Similarly, training allows the team to be equipped to minister to situations that arise, and address areas that may be unfamiliar. It is requested that training is attended.

### **3. Equal Opportunities**

Acorn will continue to be an equal opportunity employer and will ensure all volunteers are dealt with in accordance with current legislation.

If you feel you have been unlawfully discriminated against you should bring this to the attention of the Director or Chair of Trustees.

Please be advised that as a volunteer you are not an employee of Acorn and procedures may not be approached in the same manner.

### **4. Data Protection**

Please find attached Acorn's General Data Protection Regulation policy for your reference.

### **5. Tasks**

You will be required at the following events *when possible* (please let the Events Coordinator know which events you can attend):

- Mid-week morning healing services (Not required when ran digitally)
- Evening healing services
- Acorn led conferences
- Acorn led training (Digital and/or face to face)

- School of Healing (Digital and/or face to face)

Tasks will include:

- Welcoming guests
- Readers
- Prayer ministry
- Listening
- Training
- Set up and clear up of events
- Set up and serving refreshments
- Ministry team meetings
- Ministry team training

## **6. Supervision & Support**

Monthly team meetings take place to insure that you have the correct support in place for the role. This is also an opportunity for Acorn to explain the standards we expect for our services and to encourage and support you to achieve and maintain them.

The Director is available to book a meeting with to discuss your volunteering and any achievements or problems.

The Director/staff member leading the team will supervise you throughout your volunteering, expressing any concern as well as achievements. They will do their best to help you develop your volunteering role with Acorn.

## **7. Attendance and Punctuality**

Punctuality and regular attendance at Acorn are essential to the proper operation of the charity. If for any reason you will be late, unable to volunteer, or must leave prior to the end time of an event, please let the Events Coordinator know as early as possible.

## **8. Smoking, Drugs and Alcohol**

Smoking is prohibited at venues that are non-smoking. Please be respectful of venues and only use smoking areas.

The use, possession, sale, transfer, purchase or being under the influence of illegal drugs or other intoxicants is strictly prohibited at Acorn events or training. This is a ground for immediate termination of volunteering.

Acorn have a responsibility to the safety of all employees and volunteers. You have a responsibility to yourself and your colleagues to manage consumption of alcohol responsibly. If this is not taken seriously it could result in termination of volunteering.

## **9. Harassment, Including Sexual Harassment**

No harassment of any kind will be tolerated by Acorn. Acorn strongly supports the policy that allows all employees to work in an environment free from unwelcome attention by fellow members of staff, visitors, or colleagues. This is true for volunteers too.

This includes not only sexual harassment but also harassment relating to individual race, ethnicity, national origin, colour, age, physical or mental disability. If you feel you are being or have been harassed, please notify the Director immediately.

## **10. Expenses**

Volunteers are not to purchase anything on behalf of Acorn without prior approval of the Director or Operations Manager. Once approval and the amount to spend has been authorised, an expense form must be completed (available upon request from [info@acornchristian.org](mailto:info@acornchristian.org)), and returned within 7 days of the purchase being made. Receipts must also be provided. Any item that is not approved first and accompanied by a receipt will not be approved and reimbursed.

## **11. Ethics and Confidentiality**

Acorn expects employees and volunteers to conduct themselves personally and professionally according to the highest ethical and moral standards of conduct. Acorn is committed to promoting dignity and respect in the workplace and expects volunteers to adhere to the following:

- Treat colleagues and visitors with dignity and respect
- Be aware of the effect that their own behaviour and activities can impact on others
- Dress appropriately for the workplace
- Consider language, attitudes and culture of colleagues and visitors
- Think before making personal comments to or about others

You are expected to keep information confidential, particularly if it involves other lives, or charity plans that are too premature to share, or confidences that people have shared. These things should not be discussed outside of Acorn or inappropriately among other volunteers and staff. If you are concerned about anything someone has told you during a time of ministry, please speak to the Director for support.

Anything related to a specific need or personal problem that a colleague has shared should not be communicated to others without the knowledge and permission of that person.

Things that were confidential while volunteering with Acorn remain confidential after termination of volunteering.

## **12. Expenses and Benefits**

- No expenses will normally be paid.
- A discount of 20% per person will be allowed on events run by Acorn, providing space is available.
- Acceptance of gifts is not encouraged but if the guest insists then the guest should be advised that volunteers cannot accept gifts, but gifts can be made to Acorn and if proceeded with handed to the Financial Controller.

## **13. Safety and Accidents**

Acorn strives to provide safe working conditions for all employees and volunteers. No one will knowingly be required to work in any unsafe manner. Safety is everyone's responsibility. You should notify the Director, Operations Manager, or venue, of any concerns of potentially dangerous conditions.

Volunteers should take responsibility for their own safety when setting up and clearing up events. For up to date health and safety policies please see [www.hse.gov.uk](http://www.hse.gov.uk).

## **14. Child Protection and Vulnerable Adults Policy**

Volunteers are required to have read the House of Bishops Policy document 'Protecting all God's Children', requiring all volunteers to maintain the highest professional standards in their work and relationships with children and young people. Regular Safeguarding Training is provided by Acorn. Children need to be safe from harm and volunteers and staff protected from false allegations or temptation.

Volunteers must work in accordance with Acorn's policy on safeguarding (Acorn follow the Church of England's policy on safeguarding)

If a volunteer feels uncomfortable about anyone's behaviour, they should;

1. Make it clear to the person, with sensitivity, that their language or behaviour is inappropriate
2. Mention it to the Director or Operations Manager and agree what measures should be taken to prevent a re-occurrence, and;
3. Record the incident in case accusations are made in the future. Sign and date the record and hand it to the Director or Operations Manager.

All complaints will be taken seriously and dealt with in conjunction with the statutory authorities. The highest degree of confidentiality will be maintained throughout.

As a volunteer you can expect that Acorn will do our best to ensure that:

- We provide a supportive, inclusive, and positive environment that ensures you enjoy your volunteering, and that you are treated with respect and courtesy and provided with training.

### Person Specification

1. Able to demonstrate an ability to work with people who/may be vulnerable; and
2. A willingness to develop their skills and training
3. Must attend Safeguarding Adults and Children training when provided.

## **15. Insurance**

To be covered by the general policy taken out by Acorn Christian Healing Foundation whilst volunteering at Acorn events and activities.

### **Documents to be provided to volunteer**

- Volunteer Handbook
- Volunteer agreement
- [House of Bishops Policy document 'Protecting all God's Children'](#) (Online link)

## Agreement

I ..... agree to be a volunteer with Acorn Christian Healing Foundation, have received all the documents listed previously, and I am committed to the following.

- To help Acorn fulfil its purpose at its events
- To perform my volunteering role to the best of my ability
- To follow Acorn Christian Healing Foundation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and anybody they work with
- To main the confidential information of Acorn Christian Healing Foundation and its clients/guests
- To meet time and other commitments agreed except in exceptional circumstances and give reasonable notice so other arrangements can be made
- To complete a DBS check (organised by Acorn Christian Healing Foundation)

This agreement is binding in honour only, it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party.

Neither of us intend to any employment relationship to be created either now or at any time in the future.

----- Volunteer (signed)

----- Volunteer (printed)

----- Date

----- (On behalf of Acorn Christian Healing Foundation (signed and printed))

----- Position ----- (date)