



Volunteering Policy- Divine Television Foundation Ltd

Purpose of this policy

The Volunteer Policy identifies and sets out the principles by which The Divine Television Foundation Ltd works with volunteers, the benefits it gains from its volunteers and benefits that volunteers expect to gain. This policy sets out the minimum standards for recruitment, induction and appointment of volunteers to ensure that both volunteer and the Divine Television Foundation Ltd's expectations are met. It provides for fair and equal treatment of its volunteers and a framework for implementation at national, country and regional level.

Who the policy applies to

The policy is for staff that work with, and provide support to, volunteers within The Divine Television Foundation Ltd and for volunteers themselves who provide this role as a part of their activities. It is useful for organisations and individuals with whom The Divine Television Ltd has partnership relationships. The policy will be provided to all Divine Television Foundation Ltd volunteers.

Who are volunteers?

A volunteer is someone who freely chooses to give their time to undertake tasks and activities to help The Divine Television Foundation Ltd achieve its aims, without payment or the expectation of payment. The arrangement is voluntary on both sides. Either party can bring this to an end.

The Divine Television Foundation Ltd seeks and values the following attributes that volunteers bring:

- a genuine interest in helping
- have a personal relationship with God
- Personal prayers- attend a retreat at least twice a year
- a non-judgemental attitude
- a willingness to listen
- understanding, commitment and reliability

thereby adhering to the Divine Television Foundation Ltd's values of approachable, non-judgemental, inspiring, empowering and passionate. The Divine Television Foundation Ltd is not able to accept applications from those who are not willing to commit to The Divine Television Foundation Ltd's aims and objectives or from those that The Divine Television Foundation Ltd considers to be unsuitable for the role.

Equality and Diversity

The Divine Television Foundation Ltd's is committed to building a diverse organisation that is responsive to the needs of the Retreat Centre. The Divine Television Foundation Ltd is also committed to equal opportunities at all stages of recruitment and selection. Short-listing, interviewing and selection of volunteers should always be carried out without regard to protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

The value and benefits that volunteers bring to The Divine Television Foundation Ltd





The Divine Television Foundation Ltd recognises that volunteers are an enormous resource in helping to meet its aims. They bring a wealth of expertise, knowledge, experience and skills to The Divine Television Foundation Ltd. Specifically, volunteers:

- deliver much of the face-to-face work with Retreat Centre
- enrich the quality of programme delivery
- provide contacts and networking opportunities that help promote and raise the profile of The Retreat Centre
- offer specialist knowledge in a variety of areas
- provide an interface between The Divine Television Foundation Ltd, the local community, Benefactors and retreatants

The Divine Television Foundation Ltd principles of working with volunteers

The Divine Television Foundation Ltd has a number of defined principles and processes relating to a range of areas and aspects that underpin volunteer involvement in its activities. The principles will ensure fair and equal treatment of all volunteers. However, it is appropriate to make a distinction between volunteers involved in Divine Television Foundation Ltd programmes and face-to-face work with Retreatants, and those staff. Resource materials are provided centrally to give advice, support and guidance on all such issues, and assist in delivery. These will also be aimed at staff managing volunteers, volunteer coordinators as well as volunteers themselves.

- **The Divine Television Foundation Ltd's Safeguarding young and vulnerable people**

The Safeguarding Children & Vulnerable Adults Protection Policy gives clear procedures on responding to concerns regarding the safeguarding and protection of children, young people and vulnerable adults. Combined with the associated procedures, and guidance, the policy provides a structure for staff and volunteers that may come across concerns of this nature within the context of their work.

- **Recruitment and appointment of new volunteers**

The Divine Television Foundation Ltd requires the use of an application form to collect information on all prospective volunteers. Additionally, all volunteers will be formally interviewed to provide relevant information and explore their aspirations and the experience they can bring to The Centre. It is important for all involved to appreciate that the interview is not a competitive process, and the sole selection criteria is suitability for the role. Written references will be required and taken up to help confirm suitability for volunteering and for specific roles.

A DBS check (or equivalent in Northern Ireland and Scotland) is required for volunteers. Having a criminal record will not necessarily bar someone from volunteering with us. This will depend on the nature of the position and the circumstances and background of their offence. The Divine Television Foundation Ltd also asks all new volunteers to complete self-declaration questions which are included within the application form.

- **Training**

Volunteers will have a set of skills, knowledge and attitudes gained from their education, work, previous volunteering, and life experiences. However, to ensure that volunteers are appropriately equipped for their role each volunteer must undergo the appropriate induction and training process prior to appointment. As a minimum all volunteers are expected to complete the initial module 'Introduction to The Divine Television Foundation Ltd' and are to be offered the opportunity to attend a refresher training session at least once a year. All Volunteers are expected to attend a residential Retreat at least twice yearly.

- **Appointment**





Only when the selection process, background checks and training have been completed fully, and it is agreed that the person is suitable for the role, can a volunteer be appointed. All volunteers must read the Volunteer Statement of Expectation which outlines what is expected from the volunteer and what they can expect from The Divine Television Foundation Ltd. In commencing their role the volunteer commits to the aims, values and key policies of The Divine Television Foundation Ltd. They also commit to delivering the key tasks outlined in the relevant role description.

This Statement of Expectation is binding in honour only and there is no intention to create a contract of employment between The Divine Television Foundation Ltd and volunteers.

When appointed, all volunteers must have a named contact at The Divine Television Foundation Ltd. This may be a member of staff or a Volunteer Coordinator. The named contact is responsible for guiding and supporting the volunteer in their role and should be available to discuss any aspect of the volunteer's role.

- **Management and support of volunteers**

Each volunteer will be provided with relevant management and support. This will include regular, appropriate and mutually agreed contact. As a minimum, volunteers will be offered an annual review, which offers the opportunity to discuss their role, share feedback and identify individual development and support needs.

The Divine Television Foundation Ltd will also provide appropriate recognition and occasions to celebrate volunteers and their work, on an individual and group basis, according to specific role(s), commitment and length of service.

The Divine Television Foundation Ltd has a procedure to help resolve any type of problems that arise, and will be carried out by an appropriate person to ensure fair and equitable treatment of volunteers. The procedure for managing volunteers can be found in our Volunteer Management toolkit.

Volunteers cannot commit The Trust to expenditure, e.g. events, contracts, expenses.

- **Health and Safety**

The Divine Television Foundation Ltd will ensure that all volunteers are provided with the appropriate information, supervision and training required to enable them to complete voluntary work safely. This includes providing suitable systems and procedures and guidance is outlined in The Health and Safety Policy.

Volunteers must take reasonable care of themselves and others while volunteering for The Divine Television Foundation Ltd and follow any health and safety advice and instruction given for their role. Volunteers should co-operate with The Centre on health and safety matters, and immediately report accidents/incidents (including near misses – accidents/incidents that may have lead to injury). Volunteers should not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

The Divine Television Foundation Ltd has a duty of care to volunteers to ensure they are supported in their role, as well as for the retreatants. If a volunteer finds themselves in a situation which is a threat to personal safety, their first point of contact should be one of the named staff on their Statement of Expectation.

- **Insurance**

The Divine Television Foundation Ltd provides Employers Liability, Public Liability cover for all volunteers whilst working on site.

- **Confidentiality, copyright and data protection issues**





All volunteers are required to comply with The Divine Television Foundation Ltd’s Confidentiality Policy with regard to their dealings with Retreatants and Public, and to keep confidential any Centre’s information they become aware of through their volunteering that is not in the public domain. Office volunteers will be asked to sign an agreement to this affect as the role will require access to Divine Television Foundation Ltd records and email.

Volunteers are required to assign copyright to The Divine Television Foundation Ltd of any work produced as a part of their volunteering role or activity.

The Divine Television Foundation Ltd in complying with The General Data Protection Regulation 2018, will treat in confidence the information it holds about volunteers. The information will be held while there is a legitimate business purpose for doing so. Volunteers have the right to request to see all the information held about them by The Divine Television Foundation Ltd.

Volunteer information, such as application forms, references and any reports regarding conduct concerns, will be stored in a safe and secure (encrypted) location.

- **Leaving**

The Volunteers are free to cease volunteering with The Divine Television Foundation Ltd at any time, although, wherever possible, an agreed period leading up to this point would be helpful in order to give The Centre time to make any alternative arrangements required. It is possible that there may also be times when The Centre will ask a volunteer to cease volunteering for various reasons. Wherever possible we will offer the volunteer the opportunity to feedback before leaving their role, and ensure they are appropriately thanked for their support.

- **Volunteer Feedback**

We provide a range of opportunities for volunteers to offer feedback on our processes, support and work. Should a volunteer wish to make a complaint, they are invited to put their complaint in writing and this will be given to the relevant member of The Trust and responded to within 20 days

We invite volunteers and staff to send any comments or suggestions regarding the Volunteer Policy to the Divinekent@gmail.com or Divine Retreat Centre, St Augustines Abbey, St Augustines Road, Ramsgate, CT11 9PA.

Please refer to the flowchart that summarises the process of recruitment.

Date Adopted	
Signed	
Review due in	

