

Volunteer Policy



Volunteer Vision

Our heart behind Lighthouse is to see those who are often rejected by the world to be in a loving place that accepts them and shows them the love of Jesus, so we ask that our volunteers share this ethos with us. In certain circumstances, we will offer volunteering opportunities to someone who is perhaps exploring their faith, or not a Christian, however this would just be for roles such as serving in the kitchen or helping with set up and pack down as opposed to a befriending, pastoral role.

Volunteer Guidelines (Do's & Don'ts)

Below is some guidance written in the volunteer handbook and given to all volunteers outlining certain guidelines with regard to the role, including tips and expectations too.

N.B. Community Helpers differ in that they are part of the community. They will receive informal and ongoing training and guidance from the Core team however wouldn't be held to the same standards as other volunteers.

Do

- Be a friendly presence at Lighthouse gatherings.
- Offer to pray for Lighthouse guests if you feel comfortable doing so.
- Share any stories of testimony.
- Share information for what other Lighthouse provision there is, we have flyers available to give to people with this information.
- Let Pastors know/encourage guests to speak to a Pastor if further pastoral follow up or practical assistance/sign posting is required.
- Use physical contact sensitively and appropriately.
- Use the language of 'brother' or 'sister' if someone is a regular, or 'guest' or 'friend' otherwise. We try to steer clear of language such as 'client' or 'service user'.
- Take extra caution to dress modestly and avoid revealing clothing (*Please see Lighthouse Dress Code Policy for further information*)
- Be willing to help out as needed – e.g. in the kitchen, with set up/pack down.
- Report any concerning behaviour to one of the Lighthouse Core Team - e.g; extreme paranoia or anxiety, aggression or hostility, individuals

heavily under the influence of drink or drugs, drug dealing whilst at Lighthouse.

- Avoid spending too much time with any one individual. Whilst there will no doubt be members of the community we get on particularly well with, we encourage volunteers to spread out their time amongst the community to avoid feelings of favouritism and discourage inappropriate attachments.

Don't

- Give money to any Lighthouse guests - if someone has a financial need speak to one of the Pastors and we can discuss getting food parcels or finding the right support.
- Meet up with people under a Lighthouse remit without first speaking to a Pastor.
- Give out your personal phone number.
- Be alone with any of the guests unsupervised.
- Come under the influence of drugs or alcohol.
- Give any medication to the guests (including paracetamol, aspirin etc.)
- Feel any pressure to connect with a member of the community on social media. In general we advise against this but do not prohibit it.

Safety and Wellbeing

We want to provide a safe space for volunteers to come into, and on the whole, Lighthouse feels remarkably safe and has a culture of warmth and respect.

Aggressive behaviour includes threats and verbal abuse as well as physical violence. It is natural to be frightened of violence, and this needs to be taken into account in the expectations of volunteers when dealing with actual or potential violence or threatening behaviour. As always the safety of volunteers and guests must be put first. Guidelines can never cover everything and volunteers must also draw on their experience, skills and common sense when faced with aggressive situations.

It is the responsibility of all volunteers to alert a member of the Core Team at the first sign of aggression and they will respond accordingly. In the unlikely event that a Core Team member is not immediately on hand, one or two volunteers (if feeling able and comfortable) should talk to the individual(s) concerned, remaining calm, but firm, and trying to create opportunities for them to back down without feeling humiliated. Where possible the guest(s) should be taken aside. Other volunteers should remain at a distance and keep an eye out for what is going on, but also keep the other guests calm. Any particularly vulnerable people should be guided away from the area. All those present should be aware of their own and others' 'escape routes' should it be necessary to get out of the way fast.

After any incidents it is a good idea to make sure that everyone is okay who witnessed it, go through and process what happened. The following questions could be helpful to ask:

What can be learnt from what happened?

What will you do next time if a similar thing happens?

Are there any action points required?

If necessary one of the pastors will talk to the guests at Lighthouse about what happened to prevent rumours and ensure that people still feel safe. At the earliest opportunity an incident report form will also be completed.

Confidentiality

It is worth being aware that lots of people who come to Lighthouse have had very difficult lives including experiences of abuse and trauma, sometimes this can be hard to hear. There is a culture at Lighthouse which encourages honesty in how we are feeling as part of the team, and we will always strive to ensure that time is spent with volunteers who would like to process something that they have heard or witnessed. In certain circumstances, perhaps after a more serious incident, someone from the Core Team will be in touch with volunteers who were present to offer a listening ear or to chat further to help people process.

Some people at Lighthouse love to tell their story, others can be very quiet and seem closed, it is important to respect both of these positions; so we do not encourage volunteers to push for too much information. Although confidentiality is important for building trust, it is not about keeping secrets and this should be made clear to guests. If at any time volunteers feel that the person poses a threat to themselves or another person or to the safety of Lighthouse this should be made known to the guest that one of the pastors will be informed. Likewise, volunteers are encouraged that if a conversation is getting too demanding they can tell the guest that they may have to tell a member of the core team what is being said in order to get appropriate help. It is then up to the guest as to whether they want to continue.

In a group setting, Core Team will try to be aware of the volunteers in the room, and check on them by gently interrupting a conversation if they feel it has been an inappropriate length of time or that the volunteer may need relieving from the situation.

Safer Recruitment of Volunteers

We carry out a safer recruitment process when onboarding an individual as a Lighthouse volunteer. There are variations to this process depending on the role that they will be carrying out. The table below outlines what is required for each volunteer role.

Role	Volunteer Form https://docs.google.com/forms/d/e/1FAIpQLScL-hMI1hg7uJUD51INzLK-ZFtSjggYiUzINu2d4SCoMIVhUQ/viewform	Code of Conduct Form https://docs.google.com/forms/d/e/1FAIpQLScvBb2lv8CBVQZ4mptQxKff3plqRmrzqavtpYNXn9EvX5xGO/viewform	References (2 if external, 1 if known)	Declaration of Suitability Form (for non DBS volunteers) https://docs.google.com/forms/d/e/1FAIpQLScnzeYN6tRtK98Lw4GkQvi75kj0oPD3raI7EqJPeiKymmUzaA/viewform?usp=pp_url	Enhanced Adult DBS Check (Renew every 5 years)	Basic Awareness Safeguarding Training (Renew every 3 years)	Foundations Safeguarding Training (Renew every 3 years)	Food Hygiene Course
Community Helper	✓			✓		✓		
Kitchen Team	✓	✓	✓	✓		✓		✓
Befriender	✓	✓	✓	✓		✓	✓	
Pastoral Assistant	✓	✓	✓	✓		✓	✓	
Volunteer Pastor	✓	✓	✓	✓	✓	✓	✓	

N.B for Community Helpers:

Due to the nature of this role, in supporting indigenous leadership, the individuals are well known to us and therefore no external references are pursued.

All volunteers have access to our Volunteer Handbook and are given a role description. In addition volunteers are able to have access to our Safeguarding Code of Conduct on request.

Safer Recruitment Step by Step

New team member joining:

Step	Key details	Multiple options	How to
Step One	Once somebody		Lighthouse Shared

(Initial contact)	has had initial contact/visited Lighthouse, and have confirmed they'd like to volunteer, add the person you are recruiting to the team database. Check which of the following parts of the recruitment process need to be carried out depending on the volunteer role.		Drive > Volunteers >Volunteer Recruitment> Lighthouse Volunteer Team Database Lighthouse Shared Drive > Staff > Lighthouse Staff Team Database
Step Two (send welcome email)	Send them a 'New Volunteer Welcome email' (see template) which includes relevant links to info and forms incl. 'declaration of suitability' form, volunteer form, and 'code of conduct' form		
		If they don't require a DBS, skip to Step Four	
Step Three (DBS)	Begin the DBS process (volunteer pastor only)	If they require a DBS - Check which level of DBS check is required and send the person the online application form. Register them on thirtyoneeight	
		If someone is on the update service ask for their full name, date of birth, and permission to	https://secure.crbonline.gov.uk/crsc/check?execution=e1s1

		check the system.	
	Verify their documents. You must see three original copies		https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021
Step Four (follow up references)	Once the team member fills in the reference form you will receive an automatic alert. Add the names of the referees to the database so you know which ones you are awaiting.		Lighthouse Shared Drive > Volunteers >Volunteer Recruitment> Lighthouse Volunteer Team Database Lighthouse Shared Drive > Staff > Lighthouse Core Team Database
	Contact the two referees using 'volunteer reference request email' template (which includes link to referee form)		Link to email template https://docs.google.com/document/d/1cG7CTG-FvJuV4rHUQeHPEX7aYENJ3c6tnh7yjgro8Fs/edit?usp=sharing
	As and when references are received mark this as green on your team database and remove the name of the person who sent it		Lighthouse Shared Drive > Volunteers >Volunteer Recruitment> Lighthouse Volunteer Team Database Lighthouse Shared Drive > Staff > Lighthouse Core Team Database

Step Five (Safeguarding training)	Send information for the appropriate safeguarding training that they need to complete		
	When you receive an email with a safeguarding training certificate you must record this information.		Add the dates to your team database

Renewal of declaration of suitability form required (every 5 years):

- Leadership to review, renew and record on databases.

Renewal of DBS required (every 5 years):

- Complete Step Two.

Renewal of Safeguarding training required (every 3 years):

- Complete Step Four as previously.

When a team member leaves the team:

- Cut and paste the team member row to the archived tab of the Lighthouse Team Database
- Fill in the 'Leave team date' column

Volunteer Role Descriptions

Befriender:

- Regularly attend one or more of the weekly Lighthouse gatherings
- Be a friendly and welcoming pastoral presence at Lighthouse gatherings
- Offer to pray for Lighthouse guests where appropriate
- Be willing to help out practically where needed – e.g. in the kitchen, on the door, with set up/pack down
- Be willing to participate and assist in Lighthouse services and sessions as directed by Core Team.
- Let people know what is going on during the week at Lighthouse and encourage them to speak to Core Team if further pastoral follow up or practical assistance/sign posting is needed.
- Feedback stories of encouragement to the Core Team.
- Report any extreme, violent or concerning behaviour to Core Team.

Pastoral Assistant:

In addition to Befriender role:

- To assist the Pastors, as directed, in delivering pastoral care to members of the Lighthouse community
- To assist the Core Team in administering Christian based pastoral care in homes, prisons, hospitals and within a Lighthouse setting. This will be in line with the safeguarding code of conduct and the boundaries set by Lighthouse Pastors.
- To be willing to participate in training as organised by Lighthouse and attend volunteer events.
- To be involved in prayer ministry during a Lighthouse gathering.

Further information regarding Pastoral Care Action points:

When a Pastoral Assistant is involved in delivering pastoral care outside of a Lighthouse gathering, the Core Team must be made aware of this and there will be a clear direction of pastoral action points. A report (via short conversation/email/message) of a debrief of how the visit went and any follow up action points would follow. We would expect nearly all pastoral visits would happen in pairs unless agreed otherwise.

Examples of action points

- Dropping a food parcel off at someone's house
- Pastoral letter writing
- Prison visits
- Accompanying people to appointments (e.g. Benefits, doctors etc.)
- Social Trips

Volunteer Pastor:

In addition to Befriender/Pastoral Assistant role:

- Attend training sessions organised by the Lighthouse leadership where requested
- Provide ongoing pastoral support for the Lighthouse community through prayer, presence and discipleship
- Alongside other pastors to respond to crisis situations as and when they arise within the Lighthouse community
- Provide practical assistance where required for members of the Lighthouse community
- Liaise, sign post and advocate for the Lighthouse community members when working with outside agencies
- To lead and preach alongside the other pastors at our Lighthouse services and midweek sessions and day centres

- To input into decision making regarding the content of teaching series and projects

Kitchen Team Member / Helper

Purpose:

To help prepare, serve, and clear away the Lighthouse Sunday Meal, offering practical hospitality and teamwork.

Responsibilities:

- Attend the 11:30am team meeting before the service and meal where possible.
- Welcome to join the service beforehand.
- Optional: arrive from 10am to help with meal prep if available.
- Assist with food preparation, serving, washing up, and keeping the kitchen tidy.
- Follow directions from the Kitchen Lead or Core Team.
- Maintain kitchen hygiene and safety, e.g. tie back long hair, wear practical clothing and closed shoes.
- Be friendly, flexible, and work well with others.
- Report any health, safety, or behavioural concerns to the Core Team.

Commitment:

- The role is available each week, but volunteers can choose how often and which Sundays they serve.

Support:

You will be supported by the Kitchen Lead and Lighthouse Core Team.

Community Helper:

- Provide practical support in an area which has been agreed with a Lighthouse Pastor.
- Community Helpers will always be accompanied and/or supported by one of the Lighthouse core team and volunteer team.
- Roles include:
 - Sunday kitchen assistant (helping to prepare, chop, cook and serve main meal; preparing and serving hot drinks)
 - Sunday kitchen washing up (washing up all crockery, pots and pans; ensuring the kitchen is left clean)
 - Tuesday/Wednesday kitchen cafe lead (preparing and serving hot/cold drinks and snacks during Lighthouse session; ensuring kitchen is clean and all crockery is washed up)

Volunteer Check-Ins

Weekly:

- Befrienders, Pastoral Assistants and Pastors are invited to join the weekly prayer meeting on Wednesdays, 9:30-10:15 on zoom.
- For all our weekly gatherings we will begin and end with a short team meeting and prayer. At the beginning we will share anything that is of importance ahead of the session and pray together. At the end is a time to review what has happened during the gathering and reflect more broadly rather than a time to bring individual pastoral needs to the team, however all will be invited to share something to a pastor at the end in case.

Ad Hoc:

At different points in the year we seek to gather our whole team together to reconnect as a wider team, encourage each other and honour the commitment and contribution of all of our wonderful volunteers. This could look like a volunteer meal, Christmas celebration or communion service.

Expenses

Any costs incurred for a resource provision for Lighthouse (e.g. taxi with Lighthouse members, resources etc) can be reimbursed to the volunteer. This is done by sending the amount with a receipt to our administrator (sarah.swales@lighthousewy.org.uk) or a Lighthouse pastor who will then reimburse and claim for the money via expense plus. These items should be approved in advance of spending.

In certain circumstances, should a volunteer live outside of the Leeds area, and with prior agreement, a volunteer can claim travel expenses. This could also occur as a one off if a volunteer will be key for a certain session due to a lack of other team members.

Leeds School of Theology

All volunteers who are interested in taking part in the 'Mission, Theology & Ministry for the Margins', or 'Justice, Peace & Reconciliation' courses with Leeds School of Theology (LSOT) in partnership with Lighthouse will be offered a free place. For other LSOT courses volunteers may be able to have course fees paid or part-paid by Lighthouse. This would be agreed on a case by case basis in conversation with the volunteer and with Leeds School of Theology.

