

SOUTHWARK

◆ CATHEDRAL ◆



VOLUNTEER HANDBOOK

This is a general handbook applicable to a range of volunteering roles. There is additional information for Stewards, Guides, Welcomers and Day Chaplains

FEBRUARY

FOREWORD by The Dean

Thank you for becoming a volunteer at Southwark Cathedral and welcome to your new role.

Southwark Cathedral is a diverse community whose members participate in its mission and ministry in a host of ways. More than 450 volunteers play their part in the day-to-day life of the Cathedral.

The Cathedral recognises the immense benefits that volunteers bring.

This booklet is designed to help you. It is about knowledge, procedures and technical information but above all it is about the Cathedral's ministry of welcome and about your role in representing the Cathedral and all that it stands for.

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### **MISSION STATEMENT**

The Cathedral's Mission Statement summarises its main purpose:

'Southwark Cathedral stands to the glory of God

We are committed to:

WORSHIP in this holy place

GOSPEL values in all we do

WELCOME and respect all people, serving them in the name of Jesus Christ.'

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HISTORY

Southwark Cathedral is the oldest cathedral church building in London, and archaeological evidence shows there was Roman pagan worship here well before that.

We believe there has been a church on this site since AD 606.

Southwark stands at the oldest crossing point of the tidal Thames at what was the only entrance to the City of London across the river for many centuries. It is not only a place of worship but also of hospitality to every kind of person.

The London Volunteer Charter

The Cathedral is a signatory to London's Volunteer Management Charter.

Southwark Cathedral commits to this Charter, and undertakes to incorporate it into its volunteer management practice.

Equality and Diversity

Volunteering is open to all; volunteers are treated with fairness.

Expenses

Agreed, out of pocket expenses are reimbursed.

Induction

Volunteers are introduced to the work and ethos of the organisation.

Organisational Involvement

Volunteers have influence and an informed voice on organisational issues.

Personal Development

Identified needs are met by relevant training and development opportunities.

Recruitment Process

Recruitment procedures are fair, efficient and consistent.

Resolving Difficulties

Volunteers are aware of how to raise a concern, and how it will be handled.

Reward and Recognition

The organisation expresses its appreciation of the volunteers' contribution.

Safe Volunteering Environment

The physical and emotional risks of volunteering are identified, minimised, and covered by adequate insurance.

Support

A named supervisor ensures ongoing support appropriate to need.

WHAT THE CATHEDRAL OFFERS YOU AND EXPECTS FROM YOU

Thank you for offering your time and skills to the Cathedral. This section sets out:

- the commitments which the Cathedral undertakes to its volunteers;
- the Cathedral's expectations of its volunteers;
- the procedure for ending a volunteer's period of service;

This section is not intended to be a legally binding contract or to create any employment relationship.

Once you have been assigned to a particular role, you will be invited to complete some sessions in that role by way of a trial period. This enables both you and your supervisor/line manager to establish whether the role is suitable for you. If you and your supervisor are satisfied that the role is suitable, and that you meet its requirements, you will be welcomed into the role. A volunteer is not an employee and does not have a contract of employment with the Cathedral.

The Cathedral undertakes to:

- provide a general introduction to Cathedral life;
- provide any training necessary for your volunteer role;

- provide a named supervisor or line manager;
- ensure that meetings with your supervisor/manager take place, preferably annually, to talk about your volunteering, any successes and problems, and to discuss the renewal of your commitment;
- provide all legally required insurance cover for you whilst you are carrying out the volunteering duties approved and authorised by the Cathedral;
- implement good health and safety practice, and carry out disclosure and barring service checks when appropriate.

The Cathedral expects you as a volunteer to:

- promote positive relationships within the Cathedral community and towards visitors;
- co-operate with your colleagues and with the Cathedral's management;
- comply with the Cathedral's policies and procedures, including health and safety, Safeguarding and confidentiality as explained, for example, in training or the Volunteer Handbook;
- meet agreed time commitments, or arrange a swap if necessary. Let your supervisor/manager know as soon as you can if this is not possible;
- complete training as needed for your duties and for Health and Safety;
- observe a standard of behaviour and dress appropriate to your role and to a place of worship whilst on duty at the Cathedral;
- be responsible for personal belongings whilst on duty;
- inform your group leader, or the Cathedral Office of any changes in your name, contact details or any emergency contact.

Unacceptable conduct

Ending a volunteer's period of service

It is hoped that volunteers and the Cathedral will have a long and mutually rewarding relationship. On occasion though, it may be necessary to end a volunteer's period of service. Individuals will always be consulted as part of the process and their views considered. The volunteer or the Cathedral may end their period of service at any time although it is good practice, where possible, to provide a period of notice.

Conduct which is unacceptable by any volunteer on duty includes: theft, dishonesty, acts of violence, obscene language, being under the influence of alcohol or drugs; damage to property belonging to the Cathedral, visitor, employee or other volunteer. Any such act will result in the removal of the individual from the volunteer list.

VOLUNTEER DISCOUNTS

While on duty, volunteers are eligible for discounts in the shop and refectory subject to any minimum purchase requirements. Discounts may be varied and/or withdrawn at any time. Name Badges must be exhibited to obtain such discounts.

VOLUNTEER EXPENSES

The Cathedral will pay local travel expenses by prior agreement.

WHO'S WHO

- Vergers – wear cassocks and distinctive black and scarlet gowns. They have an important liturgical and ceremonial role and are also responsible for the care and security of the Cathedral.
- Welcomers – wear a cathedral badge on a green ribbon. Their role is to provide a warm welcome, help and information to visitors.
- Guides – wear a cathedral badge on a purple ribbon. Their role is to lead tours of the Cathedral.
- Stewards – wear a cathedral badge on a gold ribbon. They assist the movement of people during services and events.
- Day Chaplains – wear a black cassock and a cathedral badge on a blue ribbon. They offer pastoral care to visitors to the Cathedral.

Please click on the link below to be directed to the who's whos section on our website

<https://cathedral.southwark.anglican.org/about/whos-who/>

PLAYING YOUR PART IN THE MINISTRY OF WELCOME

Many of the Cathedral's volunteers play a part in its important ministry of welcome:

- greet all you see with a smile, a word of hello and eye contact;
- be knowledgeable about the Cathedral's facilities, basic geography, terminology

- and local information;
- if you are working on the floor of the Cathedral at a time when there are no services please talk to your colleagues quietly - and break your conversation as soon as a visitor approaches;
 - if you don't know the answer to an enquiry, please try to find someone who can respond;
 - if you are in the Cathedral during a time of prayer please stop what you are doing and, if you wish, join in;
 - if someone wants to take photographs. There is a charge for photography in the Cathedral. Souvenir guides (these also act as photo permits can be purchased either from a Welcomer or from the Shop (or from the Vergers if there are no Welcomers and the Shop is closed);
 - if a visitor asks for a Guidebook, these can be purchased from the Shop.

IN THE EVENT OF ACCIDENT OR EMERGENCY

- If a visitor becomes aggressive or violent seek help from the Vergers, who will normally be found in the Sacristy, or from Cathedral Office reception. In a case of extreme urgency dial 999 and call the police. Do not make physical contact with the person causing the disturbance.
- If there is a medical emergency seek first aid assistance immediately from the vergers or from Cathedral Office reception. In an extreme emergency dial 999 and call an ambulance. The Vergers are trained First Aiders and hold a First Aid box. Any accidents in the Cathedral must be entered in the Accident Book, which is held by the Vergers.
- If there is an incident, accident or near miss. Please report all accidents, however trivial to the Duty Verger and Receptionist / or Visitors' Officer.
- If someone needs pastoral care contact one of the Day Chaplains. If necessary the Day Chaplain will also be able to contact one of the clergy via the Cathedral Reception.

WHAT TO DO IN OTHER DIFFICULT SITUATIONS

If a visitor approaches you with a complaint:

- stay calm;
- do not instantly agree that the person has a problem (there may be circumstances you are not aware of) but listen carefully to what is being said;
- acknowledge that the person is unhappy - “I’m sorry that you are upset about this”.
- Call a Welcomer, Day Chaplain or Verger to try to resolve the situation.

If you are asked for money the Cathedral’s policy is to assist agencies in their work and

- never to give money to individual wayfarers, beggars etc.

PROTECTING CHILDREN AND VULNERABLE ADULTS (SAFEGUARDING)

If your volunteering brings you into contact with children or vulnerable adults please remember:

- the safety of children and vulnerable people is of the highest importance;
- never put yourself in a situation where you are alone with a child or vulnerable adult;
- if a child approaches you in difficulty or distress always seek the help of the Vergers or other staff and stay in a visible public place. Do not attempt to deal with the matter on your own;
- never take a photograph of a child without written parental consent.

If anyone reports any Safeguarding issue to you or makes an allegation of abuse you must report it immediately, and in confidence, to one of the Cathedral’s Safeguarding Officers. Please click on the link below to be directed to the safeguarding section of our website.

<https://cathedral.southwark.anglican.org/about/safeguarding/>

GETTING MORE INVOLVED

You are welcome to join any Cathedral service or event providing this is not a private external booking . If you would like more information about the Christian faith or are considering Confirmation please contact the Sub Dean or complete one of the blue Welcome Cards and hand to a verger or to the Cathedral Office reception.

If you would like to contribute to the financial well-being of the cathedral please ask for information about the Cathedral's planned giving scheme. Information is also available on the Cathedral website <http://cathedral.southwark.anglican.org/community/giving-to-the-cathedral#regular-giving>

PROBLEMS AND COMPLAINTS

If you have a problem that you want to discuss, for example concern about your duties, or treatment by a colleague, you should discuss it initially with your supervisor or line manager, or with the Volunteer Coordinator. The supervisor / manager, or Volunteer Coordinator, will meet you to try to resolve the problem. If it is not possible to resolve the matter then the formal complaints procedure is available to you.

Making a formal complaint

If you wish to make a formal complaint you should put your complaint in writing to your supervisor / line manager, or to the Volunteers Officer. If it is not possible to reach a solution you may raise the matter with the Comptroller. Should you wish to appeal a decision of the Comptroller, the matter may be referred to the Chapter's Personnel Committee either via the Volunteers Officer or one of the Cathedral Wardens (who can be contacted via the Cathedral Office).

If a complaint is made against you, you will be notified, and your supervisor or the Volunteer Coordinator will decide whether any further action is necessary.

CATHEDRAL POLICIES

The Cathedral's policies including: volunteers policy, emergency and security procedures, health and safety, safeguarding guidelines, email and internet use, and equal opportunities are available from the Cathedral office.

CONFIDENTIALITY

Volunteers may become aware of confidential information about the Cathedral, its staff, congregation or visitors. Volunteers should not disclose or use this information without

the consent of the party concerned. This does not prevent disclosure where the law permits or requires disclosure.