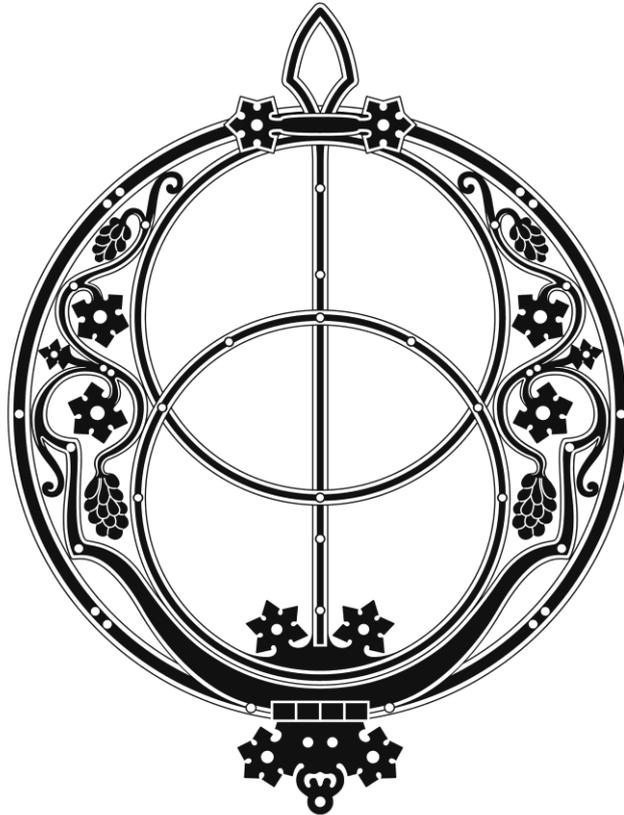


The Chalice Well Trust

Volunteer Policy



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The Chalice Well Trust

The Chalice Well, Glastonbury is a holy well with surrounding gardens which is open to members of the public, for pilgrimage, quiet contemplation and healing. The gardens, two retreat houses and a meeting room are managed by The Chalice Well Trust, a registered charity in accordance with the founding aims.

The Chalice Well Volunteer Policy gives overall cohesion to all the procedures that affect volunteers and demonstrates our commitment to volunteers. It ensures consistency, helps to define the role of volunteers within the trust and how they can expect to be treated by each other, staff and trustees. All trustees, staff and volunteers will be given a copy, and the policy is freely accessible via our website.

Aims and Objectives of the Chalice Well Trust Volunteer Programme

- To recruit and offer opportunities to utilise the capabilities, skills and interests of volunteers
- To provide a warm, friendly and welcoming environment for volunteers
- To offer adequate training and on-going support for volunteers
- To offer and provide training for volunteers in their volunteer role which may help them in their personal development or in looking for paid employment
- To offer support for those volunteers looking to move forward in employment, by way of volunteer training, acknowledgement of contribution and where appropriate, provision of references.
- To invite volunteer input and participation in some aspects of the day-to-day Trust operations that directly pertain to their volunteer role.

Principles of volunteer involvement

The Chalice Well Trust values and appreciates the contribution of time, energy and commitment from our volunteers

- Trustees and staff regard volunteers as being an essential and important part of the Chalice Well Team.
- Volunteers are perceived by visitors to be ambassadors for and representatives of the Chalice Well Trust. As such, volunteers are expected to be presentable, courteous, friendly and be able to communicate clearly.
- The Trust offers training and support to ensure that volunteers have all they need to fulfil their tasks and responsibilities.
- The Trust has a working ethos which is observed by all those involved within the team.
- Volunteers will be informed about relevant policies, plans, processes and programmes which may affect them and we expect them to uphold the policies and ethos of the Trust
- Volunteers are trusted to carry out their tasks and ask for help when needed.
- As part of the role, volunteers may come into possession of information that is to be kept confidential in order to protect the Trusts' business interests and good name. This information must not be divulged to any other person outside of the staff, trustee and volunteer team.
- Both the volunteer and the Chalice Well Trust are recipients of the benefits of this relationship.
- The Chalice Well Trust has an equal opportunities policy which the whole team is required to observe.

Volunteer Selection

Volunteering opportunities can be found in various ways; for example; posters, advertisements, recommendation, referrals from other agencies or organisations, or direct application.

- The application process comprises of submission of an application form and where appropriate, an informal interview with the Volunteer Co-ordinator. References and relevant official checks may be required.
- Applicants will be given a role description which defines and clarifies the specific tasks, duties and responsibilities.
- Training sessions will be arranged for successful applicants.

Induction, Training and On-going Support

- We offer induction training. Any further training will be carried out where appropriate. This may include formal training on-site carried out by a professional trainer.
- The Volunteer Handbook gives information regarding processes, procedures, relevant Trust activities and operations.
- There is a three month “introductory period”, after which the volunteer will meet with the Volunteer Coordinator to discuss the role, suitability and any matters arising.
- Volunteers have access to a staff member who they can ask for help and support during their volunteer session.
- Regular communication and support is provided and volunteers are invited to quarterly volunteer meetings. Any concerns should be raised with the Volunteer Co-ordinator.
- Volunteers will meet annually with the Volunteer Co-ordinator to review the role.

Health and Safety

- Appropriate information and risk assessments will be given during induction/training.
- Details of the insurance cover for volunteers whilst on-site is available.

Arrangements for copyright

- Volunteers are asked to assign copyright to the Chalice Well Trust of any work produced as part of their volunteer role. This includes anything which utilises their specific talents such as photographs taken on-site, documentation regarding the Well and Gardens, computer graphics plus any other production which may be used in marketing Chalice Well.

Why the Chalice Well Trust has a Volunteer Policy

- The policy offers volunteers assurance as to how they can expect to be treated and what the Trust expects of volunteers.
- It also serves as a statement by the Trust of the recognised importance and value of the role of the volunteer to the Organisation.
- It aims to ensure consistent, fair responses to every individual working as a volunteer for the Trust
- It reflects the commitment and value that we invest in our Volunteer Programme and our intention and desire to adhere to best practice standards.

The Chalice Well Staff & Volunteer Working Ethos

We acknowledge Chalice Well as a place of beauty, sacredness and peace and we cherish it as such.

As a team, we will support each other and foster the spirit of our circle. We will endeavour to have clear, open and honest communication between us and try to resolve issues and concerns directly.

We will be fully present, taking pride in our work and being wholehearted in the service that we give.

We will act with integrity, honesty and professionalism in all that we do.

We will engender right relations by acting with respect, care, love, kindness, humour and humility.

We will uphold all spiritual values of goodwill and right intention.

We will demonstrate environmental awareness in our working practice and aim to accomplish all things with minimal impact to the environment.