



POLICY ON VOLUNTEER MANAGEMENT

Issued by Governance Committee

Effective date 13 August 2018

Policy on Volunteer Management

Preamble

Christians are called into a life of service to build up the Body of Christ and to bring his kingdom into the world. Each of us has been called to serve wherever we are. This policy only pertains to service within the body of Christ at Barker Road Methodist Church.

The Policy on Volunteer Management is adopted by our Church to facilitate involvement and integration of volunteers in church ministries.

It is meant for internal management and does not constitute a binding contractual agreement.

Updated as at 13 August 2018

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I. Objective

- This policy serves to guide volunteers and staff engaged in volunteer involvement and management to achieve effectiveness, fruitfulness, synergy and accountability in ministry.
- This policy is intended for internal management. It does not constitute a binding contractual agreement.

II. Amendments

- Subject to approval from the Local Church Executive Committee (LCEC) of Barker Road Methodist Church (BRMC) who shall reserve the right to amend this policy.
- Exceptions to this policy must be also be approved by the LCEC of BRMC.
- Should there be any discrepancy or conflict between certain terms or clauses of this volunteer policy and the policy of a subcommittee, the said conflicted terms of this policy shall prevail over that of the subcommittee.

III. Scope

- Unless specifically stated, this policy applies to all volunteers involved in programmes and projects undertaken by and on behalf of BRMC.

1. THE VOLUNTEER

1.1 Definition

A volunteer is anyone who

- performs any task assigned or directed on behalf of BRMC without expectation of compensation, reward, token or gratuity of any kind; and
- is recognized and officially accepted in the manner set out in 2.6.1 below

1.2 Representation

Volunteers must seek the prior consultation and approval of the LCEC before making any statement or taking any action that might affect BRMC in any way. Such statements and/or actions include, but are not limited to, public statements to the press, involvement in coalition or lobbying efforts with other organizations, or entry into agreements involving contractual or financial obligations.

Volunteers are only authorized to act as representatives of BRMC as specifically indicated in their position descriptions and only to the extent of such written specifications.

1.3 Conduct and Conflict Resolution

The conduct of the volunteer must not be inconsistent with the purpose of their assignment or run contrary to the good name of the church.

Should any disagreement between volunteers in the public space must remain private and kept within the confines of the church till resolution. Conflict resolution should be conducted by the relevant ministry chairperson. If the conflict should involve the ministry chairperson, then the Pastor-in-Charge would be consulted to resolve the matter.

1.4 Expectations and Responsibilities

1.4.1 Responsibilities of the volunteer

(What BRMC expects of the volunteer)

The volunteers are to

- Serve conscientiously at their assigned task, knowing that they are serving the Lord.
- Understand the service they contribute to the Church as a whole.
- Attend training deemed necessary for the position assigned to.
- Be open to exploring and being assigned new areas of ministry or responsibility where necessary.
- Give feedback regarding their volunteer experience.
- Discuss with the PIC or the Pastoral Parish Staff Relations Committee (PPRSC) of any problems faced when working with staff, members or other volunteers.
- Respond to communications from church and fellow volunteers in a timely manner.
- Dress and behave appropriately for the conditions of service and performance of their duties.
- Inform the pastor, Pastoral Team Staff (PTS) or ministry chairperson if they are not comfortable or ready to take on a suggested assignment.

- Abide by all the statutory laws, rules and regulations of Singapore and that of the countries they are working in.
- Observe the rules and regulations of the place of service.
- To take personal responsibility of own safety at all times.
- Volunteers are required to inform the Church in a timely manner, if their personal particulars have changed.
- Understand that when they serve God with their gifts and talents, they edify the Body of Christ. (1 Peter 4:10)
- Respect and submit to their leaders who have been given authority over them. (Hebrews 13:17)

1.4.2 Responsibilities of BRMC

(What the volunteer can expect from BRMC)

BRMC is to

- Appropriately acknowledge the volunteers' efforts.
- Orientate, provide guidance and direction for the work to be done.
- Give feedback and make their best effort to respond to volunteers' queries.
- Ensure a safe and hospitable working environment for the volunteers as far as possible.

1.5 Service at the Discretion of BRMC

In as much as BRMC recognizes volunteers as a valuable resource, BRMC reserves the right to determine the suitability of each and every volunteer for such services and, if necessary, change, redirect or terminate the volunteer's service.

1.6 Confidentiality

1.6.1 Volunteer's responsibility

Volunteers are to keep strictly confidential any information which may come to their knowledge while serving as a volunteer, irrespective of whether such information involves a single

member of the staff, another volunteer, church member or other person or the church as a whole.

1.6.2 Failure to maintain confidentiality

Failure to maintain confidentiality may result in termination of the volunteer's status with BRMC or such other corrective action as BRMC may deem fit.

2. ADMINISTRATIVE PROCEDURES

2.1 Maintenance of Volunteer Records

[ELECTRONIC DATABASE IS STILL WIP]

2.1.1 Volunteer records

A system of records shall be maintained on each volunteer in a secure electronic database.

2.1.2 Volunteer application form

*For this purpose, it shall be the responsibility of the volunteer to submit to the staff from the respective ministries, the BRMC Volunteer Application Form duly completed by the volunteer (refer to Appendix I) and all other records and information pertaining to the volunteer. The volunteer is to keep the ministry informed of any updates. Such records will be administered in accordance with BRMC's PDPA policy which can be found at this link:
<http://www.brmc.org.sg/category/faq/pdpa-policy>*

2.2 Access to Volunteer Records from the Central Database

2.2.1 Limit of access

Staff shall only be given access to the records of those volunteers serving within their specific ministries.

2.2.2 Restriction of access

Volunteers are not to be given access to the records of other volunteers serving outside their specific ministry without prior clearance from the PIC or Administration Director.

2.3 Recruitment

2.3.1 Basis of Recruitment

BRMC will recruit volunteers from the church on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the church.

2.3.2 Recruitment process

Volunteers may be recruited through either an interest in a specific function or ministry or through a general interest in volunteering that will later be matched with a specific function or ministry.

2.4 Screening

The chairperson (or his/her authorized delegate) of the ministry will conduct the necessary screening of applicants for the volunteer position.

2.5 Placement

In placing a volunteer, attention shall be paid to the interests, experience, skills and giftings of the volunteer and to the requirements of the position.

2.5.1 Position Description

The chairperson of the respective ministry is to provide a Position Description (refer to Appendix 2) for the volunteer and must explain to the volunteer the requirements and expectations of the role.

2.5.2 Acceptance and Appointment

Service as a volunteer with BRMC shall begin with notice (verbal or written) of acceptance to a position. All verbal acceptance must be followed up by a written confirmation. It is the responsibility of the ministry chairperson to inform the Church office to update the volunteer central database of this appointment.

2.5.3 Reassignment

Volunteers who are at any time reassigned to a new position shall be screened for that position. Screening procedures appropriate for that specific position must be completed even if the volunteer has already been serving with BRMC. The reassignment to the new position must be accepted by the volunteer. It is the responsibility of the ministry chairperson to inform the Church

office to update the volunteer central database of this reappointment.

2.6 Supervision

2.6.1 Responsibility

Chairperson of respective ministries will supervise and manage the appointed volunteers.

2.6.2 Volunteer/Staff Relationships

Volunteers and staff are partners in implementing the mission and programmes of BRMC with each having a place in God's plan. It is therefore essential that each party understands and respects the needs and abilities of the other. Any disputes to be referred to and resolved by the ministry chairperson. If unresolved, the matter should be escalated to the PPRSC.

2.6.3 Lines of Communication

Volunteers are entitled to and should have access to all necessary information pertinent to the performance of their assignments. To facilitate the delivery of this information on a timely basis, volunteers should be included in all relevant distribution schedules. Primary responsibility for ensuring that the volunteer receives such information will rest with the chairperson of the ministry.

2.7 Development of the Volunteer

2.7.1 Progress Review

The PTS or ministry chairperson will conduct periodic feedback sessions with the volunteer. Such sessions shall include discussions on the quality of service and areas of growth. These sessions will provide an opportunity for the volunteer to make suggestions on how best to improve their service.

2.7.2 Corrective Action

In appropriate situations, counselling/corrective action may be undertaken following a feedback session. Examples of such action include the requirement of additional training, reassignment to a new position, counselling, suspension or termination of a volunteer's service.

2.8 Termination of Volunteer Status

2.8.1 Resignation

Volunteers may resign from their service with BRMC at any time. Volunteers who intend to resign are requested to give advance notice of such decision to their relevant PTS and/or ministry Chairperson and furnish reasons for such decision.

2.8.2 Release of a Volunteer

2.8.2.1 Volunteers who do not adhere to the rules and procedures of BRMC or who fail to satisfactorily perform their volunteer assignment may be released from that particular position.

2.8.2.2 No volunteer will be released until the volunteer has had an opportunity to discuss the reasons for possible release with the respective PTS or ministry leader. The PIC and/or AD will be consulted prior to commencement of any such action.

2.8.3 Notification of Termination

It is the responsibility of the PTS and/or the ministry chairperson to inform the Church office about the termination of the volunteer status so that the Church Volunteer Database is updated.

3. VOLUNTEER SUPPORT

3.1 Reimbursement of Expenses

Volunteers may be eligible for reimbursement while undertaking specific voluntary service required and requested by BRMC. Prior approval must be obtained from respective ministry chairperson.

3.2 Access to Property and Materials of BRMC

In order to enable volunteers to carry out and fulfil their duties, volunteers shall be given access to the property and materials of BRMC, and be given necessary training in the operation of any equipment, (where applicable). Such property, materials and equipment must be relevant to and required by the ministry in which the volunteer is assigned or placed. It is the responsibility of the volunteers to take good care of BRMC's property, materials and equipment and to return them in the same condition when first assigned.

3.3 Training

For relevant training initiated by volunteers, subsidies up to 60% may be approved by the respective Ministry Chairpersons subject to a subsidy cap of \$500 per course. Application for the subsidy must be made through the Church office to the Ministry Chairperson.

However, if the Church or Ministry Chairperson deems the training to be essential, BRMC may consider sponsoring a higher quantum. However this must be supported by the PIC and LCEC Chairperson, and approved by the Church Finance Committee.

All relevant training for volunteers is restricted to courses/seminars/classes conducted in Singapore. Requests for Overseas training is to be approved by LCEC with the support of the Church Finance Committee.do

4. CONFLICT OF INTEREST DECLARATION

4.1 BRMC Conflict of Interest Policy

Recognising that the Church plays an eminent & influential role in the lives of Church members and that the harvest of souls for God's Kingdom also brings about the desired consequence of a gathering of financial resources for the glory of His Kingdom, good governance calls for appropriate policies to be in place to ensure transparency and accountability in the financial affairs of the Church and that the Church can hold up under public scrutiny. An all-important issue under such a regime is the formulation and implementation of a written policy to deal with actual or potential conflict of interest of "Interested Persons". Undue influence of "Interested Persons" to induce partiality in awards of church-related business opportunities or personal benefits of whatsoever nature can tarnish the image of the Church and bring it into disrepute.

These guidelines are not meant to be prescriptive but rather they are to help establish good practices of governance through the adoption of the principles therein.

4.2 Definitions

4.2.1 "Policy" refers to BRMC Conflict of Interest Policy for Volunteers

4.2.2 "Interest" means any commitment, investment, relationship, obligation, or involvement, financial or otherwise that may influence a person's judgement. This would include:

- a. Direct interest – ownership in the name of the volunteer;
- b. Indirect interest – ownership beneficially held through another investment, estate, trust or other intermediary;
- c. Vested interest – personal stake or involvement, which may or may not include an expectation of financial gain; and
- d. Deemed interest – a volunteer is deemed to have an interest which his/her spouse/domestic partner holds an interest

4.2.3 A conflict of interest arises when the personal interests of the volunteer may potentially interfere with the performance of his/her duties in the Church. When actual, potential or perceived conflict of interest arises, the integrity, fairness and accountability of the person may be affected, which could impede the best interest of the Church.

4.3 Conflict of Interest Declaration

Given the stated purpose of this Policy, we are asking volunteers to declare when the transaction to be effected may result in a conflict of interest. A declaration of interests form is provided for this purpose (please refer to Appendix 3)

To be effective, the declaration of interests needs to be updated in written form at least annually and also when any changes occur. Where applicable, the form must be submitted to the respective Ministry Chairperson who will then submit to the Church Administration Director.

4.4 Types of interest to be declared

The types of interest to be declared will include, but not limited to the following:

- 4.4.1 Volunteers who have friends or other personal or business relationships must carefully consider whether those relationships create conflicts of interest with their entrusted role in the ministries. Examples include:
 - a. hiring a relative or friend as an employee or vendor,
 - b. buying or selling goods or services from/to a family business for which others might compete,
 - c. having a personal relationship where there is an immediate reporting relationship,
 - d. receiving goods/services as beneficiaries

- 4.4.2 Volunteers must disclose any outside activities, financial interest or relationship that may pose a real, potential or perceived conflict of interest. Disclosures are to be made to the Chairperson of respective ministry and the Administration Director with the required approval obtained from the Chairperson before accepting any. If financial interest received as a result of conflict exceeds 5% of the ministry's budget, approval must be obtained from LCEC or PIC.

The following volunteers shall forthwith disclose any potential or actual conflict of interest:

- a. A committee or sub-committee member of any ministry;
- b. Any person who may be involved in making a recommendation, discussions or decision making, with regard to procurement of goods or services relating to BRMC;
or
- c. Any person who has a potential or actual conflict of interest as described in clause 4.4.

4.4.3 In situations where members are not sure what to declare, or whether/when your declaration needs to be updated, they are strongly encouraged to err on the side of caution or seek advice from the Chairerson of each ministry.

4.4.4 All disclosure of interest made by volunteers and decisions made by the PIC, LCEC and Chairperson of each ministry must be recorded, updated and filed with the Administration Director of the Church. Such disclosure will be kept with strict compliance to the Personal Data Protection Act.

4.5 Review and Violations

No volunteer of BRMC shall derive any personal profit or gain, directly or indirectly, by reason of his or her participation with BRMC. Each individual shall disclose to BRMC any personal interest which he or she may have in any matter pending before the organisation and shall refrain from participation in any decision on such matter.

The LCEC shall have the right to suspend any involvement of any volunteer when it has come to their attention that a potential actual or perceived conflict has arose, but has not been voluntarily disclosed by the relevant volunteer.

Volunteer may be asked to step aside if he/she fails to declare his/her conflict and obtain permission to participate in the relevant matter of conflict.

APPENDIX 1 - BRMC VOLUNTEER APPLICATION FORM
[ELECTRONIC FORM IS STILL WIP]



**BARKER ROAD
 METHODIST CHURCH**

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OR As each has received a gift, use it to serve one another, as good steward of God's varied Grace OR 1 Peter 4:10

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BRMC VOLUNTEER APPLICATION FORM

Salutation <i>(please circle)</i> MR/MRS/MDM/MS/DR	Surname	Given name	
Identification type	Identification number	Gender <i>(please circle)</i> MALE/FEMALE	Date of birth <i>(dd/mm/yyyy)</i>
Address Singapore		Employment status	
Email address		Contact number	
Languages and dialects spoken		BRMC member? <i>(please circle)</i> YES/NO	
Worship service attending <i>(please circle)</i> SAT 5PM • SUN 8.30AM • SUN 10.30AM • SUN 5PM • UPPER ROOM • SHINE FORTH WED 7.30PM MANDARIN • SUN 10.30AM MANDARIN • FILIPINO • INDONESIAN			
Emergency Contact: Name and phone number		Please provide name and contact of referee, if applicable	
I wish to volunteer for <i>(state ministry or worship service)</i>			
Tell us special skills or gifts that you want to share			

I hereby agree and consent to the collection, use and disclosure of my personal data in accordance with BRMC's Data Protection Policy at brmc.org.sg/category/faq/pdpa-policy

For BRMC Office Use Only

Date form received	Date volunteer approval received
Entered into Volunteer Management System? <i>(please circle)</i> YES/NO	Volunteer position assigned
Verified by Name of BRMC Staff: Position:	

APPENDIX 2 - POSITION DESCRIPTION TEMPLATE

POSITION DESCRIPTION

Title

- [Title of the position]

Purpose

- [Brief description on purpose of assignment]

Accountability

- [To whom is this person accountable? This refers to the person supervising the volunteer or to whom the volunteer goes to for help.]

Description of duties

- [List of tasks to be done by the volunteer
This list will help you and the volunteer assess the success of the project or whether the task is being done well]

APPENDIX 3 – BRMC CONFLICT OF INTEREST DECLARATION FORM



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CR: As each has received a gift, we do it to serve one another, as good stewards of God's varied Grace CR: Pastor, 4:20

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BRMC CONFLICT OF INTEREST DECLARATION FORM

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With regard to my service as VOLUNTEER of BARKER ROAD METHODIST CHURCH, this is to declare that I, except as described below, am not now nor at any time during the past year have been:

1. A participant, directly or indirectly, in any arrangement, agreement, investment, or other activity with any vendor, supplier, or other party doing business with bar which has resulted, or could result in personal benefit to me.
2. A recipient, directly or indirectly, of any salary payments or loans or gifts of any kind or any free service or discounts or other fees from or on behalf of any person or organisation engaged in any transaction with the BARKER ROAD METHODIST CHURCH (BRMC.)

Any exceptions to [1] or [2] are stated below with a full description of the transactions and of the interest, whether direct or indirect, which I have (or had during the past year) in the persons or organisations having transactions with BRMC

I would like to report the following potential conflict of interest:

(Please elaborate on the potential conflict arising from the above situation with regard to the transaction concerned (e.g. nature of service/ transaction involving the affiliated person, the identity of the affiliated person and your relationship with that person).

Areas of Conflict	Details of disclosure
I am affiliated * to another charity	
I am affiliated to any vendor I am affiliated* to any vendor, supplier, or any other party providing or bidding for providing services, having a direct or indirect interest in any business transaction[s], agreement, or investment	
I am affiliated to someone who is a party to or has an interest in any pending legal proceedings involving BRMC	
I am interested in purchasing services from BRMC	
I am affiliated to person(s) who is/are interested in purchasing services from BRMC	



BARKER ROAD METHODIST CHURCH

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Our work has received a gift, and it is to serve one another, as good stewards of God's varied Grace 1 Peter 4:10

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BRMC CONFLICT OF INTEREST DECLARATION FORM

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Areas of Conflict	Details of disclosure
<p>I have business dealings or transactions with a vendor, supplier or any other party which could result in personal benefit.</p> <p>Please state if the personal benefit is: Financial / Non-Financial ** If Financial, please state: At cost / With margin ** (* ** please delete as appropriate)</p>	
I am affiliated to any staff of BRMC	
Others	

*Affiliated refers to being connected to another party who could be one of the following: Spouse, domestic partner, child, mother, father, brother or sister or close associates; any corporation, business or non-profit organization of which you serve as staff, officer, board member, partner, participate in management or are employed by; any trust or other estate in which you have a substantial interest or as to which you serve as a trustee or in a similar capacity.

- I hereby confirm that the disclosure made above are complete and correct to the best of my information and belief.
- I shall not participate in the discussion and decision-making of the matter in question.
- I will notify Administration Director immediately if I come to know that this disclosure is inaccurate or that I have not complied with the conflict of interest policy.

Signature	Name and Volunteer Role	Date