

EPPING GOSPEL CHAPEL INC

Volunteer Management Plan

Introduction

At EGC Inc, Volunteers play an important role in the life and function of our Church as there are many varied activities that necessitate the utilisation and experience of Volunteers. They range from sub-ministries such as Awake to Israel and Hands & Feet Distribution to Sunday School, Bible Studies and Prayer Groups throughout the Church. Volunteers enhance the work undertaken and increase it's scope by providing experience, labour & human resources from a wide breadth of individuals across the spectrum of our Church. This program is a key part of their structure, education and commitment to volunteering thus ensuring the continued growth of our organisation.

For purposes of this plan, a volunteer will be defined as a person or persons who are performing a role defined by EGC Inc and its already developed Volunteer Policy document developed some 2 years ago. This definition is aligned with Volunteering Australia's [definition of volunteering](#): "...time willingly given for the common good without financial gain." The roles performed may include one off and on-going roles but this does not negate the valuable contribution of all volunteer roles. Without each volunteer we would not be able to function as successfully as we do.

We honour [the rights and responsibilities](#) of volunteers as described by Volunteering WA.

This document is meant to be read in conjunction with the policies and procedures of EGC Inc and should also bear in mind the content of volunteer position descriptions.

The Volunteer Cycle

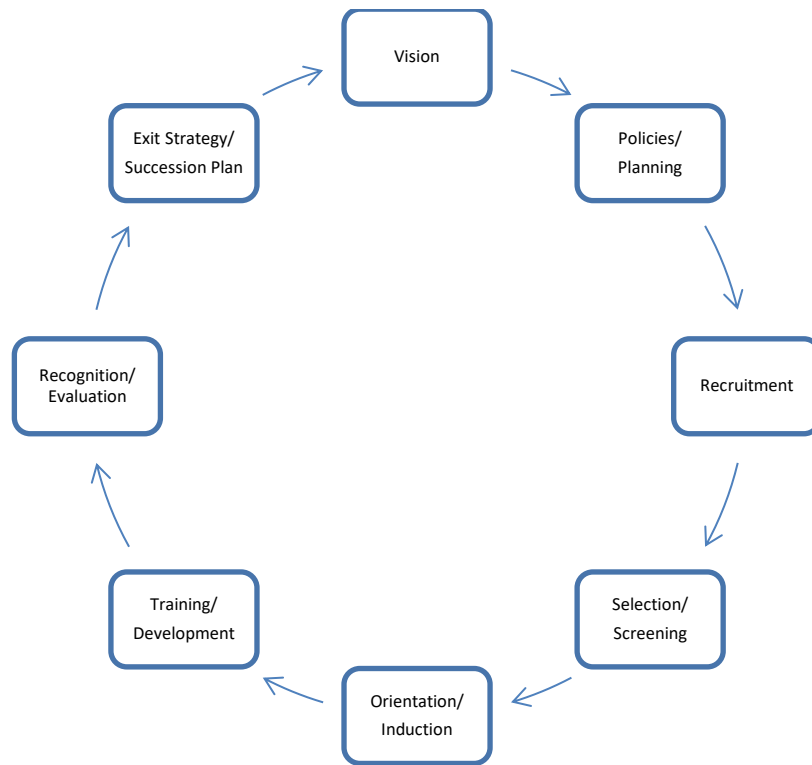
This Volunteer Management Plan (VMP) has been written to support the positive volunteering culture at EGC Inc.

A VMP prioritises the Church's goals and identifies the key strategies to be implemented.

The purpose of the VMP is to:

- Connect the Church's mission and vision with involving volunteers
- Help bring appropriate volunteers into EGC Inc.
- Help volunteers develop a sense of commitment to EGC Inc.
- Provide and/or plan for training and development opportunities
- Recognise and reward volunteer performance

The following diagram illustrates the phases of the Volunteer Cycle in regard to the life of an average volunteer. This cycle provides a framework for volunteer management and should continually be monitored/revised, as appropriate. This plan will specifically target each of the areas of the Volunteer Cycle. It is important to note that not all phases of the Volunteer Cycle will be relevant to all volunteer roles. The level of involvement from a volunteer and the role they are in will determine which phases of the cycle they will go through.



Vision

The vision of EGC Inc is contained in the Prayer Guide making specific reference to the Faith Statement of our Church. This vision is able to be accomplished through the contribution of volunteers.

Policies/Planning

In order to effectively manage volunteers and the relationship between volunteers and any paid staff, EGC Inc has policies in place that are in line with the Volunteer Policy Document already developed and implemented accordingly, which includes a commitment towards working toward implementing additional policies/planning documents as required.

Recruitment

Recruitment is the process of attracting new volunteers to EGC Inc. However, it can also include finding new roles for existing volunteers.

The methods of recruitment currently used by EGC Inc include

The method(s) used will vary based on the requirements of the role. During the induction process, a full role description will be provided to each volunteer.

We are also working toward implementing additional recruitment methods including:

- * Preaching the Gospel of Salvation through our Lord Jesus Christ
- * Assessing referrals from existing members for new Volunteers

- * Interviewing candidates for new roles
- * Reviewing any website enquiries

Volunteers will need to complete the following forms prior to commencing their role:

- Volunteer Application Form
- Completion of the Safe Ministry on-line course especially for Working with Children
- Obtaining a working with Children Check/Clearance Certificate from the government

Selection and Screening

Where applicable, prospective volunteers will apply for the role they are interested in. Applicants will be assessed based on experience, skills, and training relevant to the role. Depending on the role, applicants may also be required to obtain a Police Clearance Certificate and/or Working with Children's Check. The cost of these checks will be borne by the individual

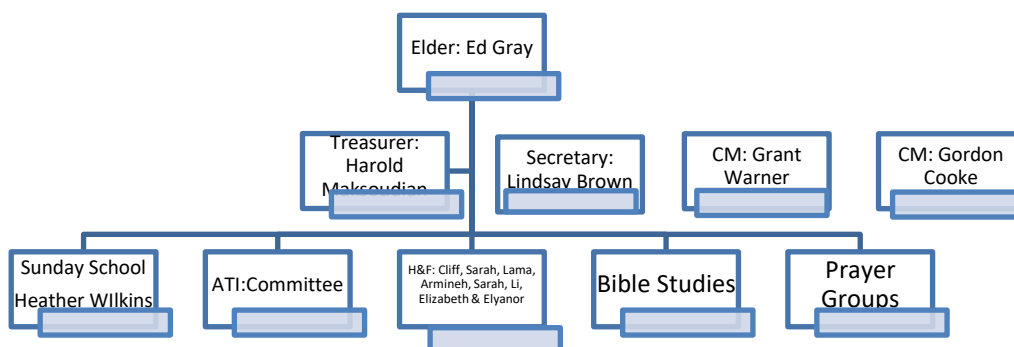
All volunteers are expected to sign a copy of their position description indicating that they are equipped for the duties expected of them and agree to the responsibilities of their role. In addition to agreeing to the provided position description, all volunteers should be provided with a copy of all policies and procedures. Upon reading the policies and procedures, the volunteer should also sign a form stating that they have read the policies and procedures and agree to adhere to them.

The expectations outlined for volunteers will include details such as:

- Hours expected for the specific volunteer role
- Behavioural expectations of a volunteer for EGC Inc]
- Health and Safety requirements
- Confidentiality requirements
- Committed believers in the Lord Jesus Christ and members of the EGC Assembly

Orientation/Induction

The organisational chart for EGC is below.



The orientation process allows volunteers to be familiarised with EGC Inc and the key information involved in being a part of it. This process also ensures that EGC Inc is able to outline clear expectations of volunteers, including behaviour and attitudes.

Induction for volunteers will vary based on the position. For ongoing positions, the contact person for volunteers is the Treasurer. They will meet with the volunteer formally and ensure that all appropriate paperwork is completed. For one off event volunteering, the contact person for volunteers may vary based on the event. An induction will take place on the day of the event or arranged prior with the designated volunteer coordinator for that event.

Training/Development

Volunteers will be offered training and development opportunities, as available. These opportunities will be presented as a means of assisting volunteers in better performing their roles and developing their skills. If there is a different volunteer role within EGC Inc that a volunteer is interested in, reasonable accommodation will be made to upskill/train the volunteer for that role. As we will not necessarily be aware of all training opportunities, volunteers are both encouraged and supported to independently seek out training, educational, and development opportunities for themselves.

In order to maintain a record of current skills and abilities available within the club, all training should be reported the Treasurer upon completion including H&F meetings and Safe Ministry online courses.

Recognition/Evaluation

The contribution of all volunteers to EGC Inc is highly valued. Given that a key to volunteer retention is appropriate recognition, every effort will be made to thank volunteers and recognise their contribution.

Currently, appreciation is shown to volunteers using the following strategies:

- * Public acknowledgement of gratitude
- * Organisation of functions during the year

We are also working toward implementing additional strategies including:

- Annual volunteer breakfast
- Organising lunches for all expenses paid.
- Certificates of appreciations

In providing recognition for volunteers' contribution, we will follow the following guidelines on providing feedback on volunteer performance:

- | | |
|-------------------------|-----------------|
| • Be Immediate | • Be Objective |
| • Be Prepared | • Be Consistent |
| • Be Specific | • Be Positive |
| • Be an Active Listener | • Be Sincere |
| • Be on Task | • Be a Believer |

Exit Strategy/Succession Plan

Volunteer roles may be for an agreed length of time based on the role. For example, a committee member may be designated for a role for 2 years but a coach may be needed for 1 year or 1 season. This length of service may be agreed with the volunteer upon commencement and included in their position description. When the end of the agreed time arrives, a review will be done to determine if the volunteer will remain in the role for another term or if a new volunteer will fill the position. This allows the volunteer to comfortably step out of their role, if they so desire. This also allows the club/association to move a new volunteer into the role if a situation should arise that requires the current occupant of the role to cease volunteering.

An annual review will be conducted which enables feedback to be given both from the volunteer and the club. This process helps to ensure that the volunteer will continue to perform to the best of their ability.

At all times of the Volunteer Cycle, EGC Inc Leadership members must ensure that they are approachable and communication is open. However, it is important to ensure that the Treasurer is kept as the primary contact for volunteers and informed of relevant communication between staff and volunteers. The Church Leadership should also let volunteers know when information will be passed on to the Treasurer to ensure transparency and that trust is maintained.

Should a volunteer choose to cease volunteering with EGC Inc, the Treasurer will ask them for the reasons they are no longer volunteering. While in many cases the reason(s) may be unavoidable, they may help EGC Inc improve its volunteer program by identifying gaps in the Volunteer Management Program and in monitoring the support given to volunteers by paid staff or fellow volunteers. This feedback will be gathered, when possible, during a formal exit interview. This will help ensure that the volunteer completes their role in a positive manner and EGC Inc can plan for the continuation of the role they were performing.

The following mechanisms are in place for volunteer succession planning:

- H&F Policy Procedures Guideline
- E.g. Volunteer completes handover notes
- Volunteer hands over to new volunteer or staff member
- Documents and templates in SS ensuring future teachers can utilise

We are also working toward implementing additional strategies including:

- H&F Co-Ordinator recruitment
- Periodically reviewing with volunteers in order to see/learn what they are doing

Volunteer Management Plan – Actions

The below table is reflective of the items identified throughout this plan that require action to implement. By identifying the individual actions needed and assigning responsibility for those actions, we are better able to improve our volunteering program at EGC Inc.

Phase in cycle	Brief description of action required	Individual responsible for implementation	Other person(s) involved	Completion Date	Notes
Policies /planning	Education Policy	TBA	Heather	15 July 2025	
Policies /planning	Recruitment/ Screening	TBA	Heather	15 July 2025	
Management	H&F Co-Ordinator Required	TBA	Harold	31 Dec 2024	