



Volunteering in The Operations Team

General Volunteer – Role Description

OUR MISSION- To grow a community that pursues maturity in Christ as they love God and love People

Key scripture:

“You are to love the Lord Yahweh, your God, with a passionate heart, from the depths of your soul, with your every thought, and with all your strength. This is the great and supreme commandment. And the second is this: ‘You must love your neighbour in the same way you love yourself.’ You will never find a greater commandment than these.” Mark 12:30-31 [TPT]

OUR VALUES ARE:

Everyone’s Welcome

Whatever your faith background or spiritual tradition; whatever your belief system, ethnicity or culture or marital status - ***we're glad you're here.***

Nobody’s Perfect

Therefore, Jesus is at the centre of all we do. We are a community where it's OK to not be ok. That's why one of our most important rules is - ***keep it real.***

Anything’s Possible

We believe in the miracle of a changed life. We believe that God is real and active. We believe - ***there is no problem in human life that apprenticeship to Jesus cannot solve***

PURPOSE OF THIS ROLE DESCRIPTION

This description complies with our [Safe Church Procedure for Staff and Volunteers](#) that sets out a procedure for the recruitment, screening, training and resourcing of all staff and volunteers.

It covers roles previously undertaken by *Working Bees* and other ad-hoc roles for activities like running social events.

- **In the past**, an announcement and a general or individual invitation would ask for help with food preparation or serving, maintenance tasks or the like.
- **Now** the definition of Direct Role (above) applies to anyone who would like to answer yes to such an invitation and give a few hours and their expertise from time to time.

It helps us identify a volunteer-workforce that we can call upon and helps us to match skills with tasks.

When you complete all of the requirements for volunteers (listed under training as mandatory), we know we can ask you to help.

ROLE TITLE: GENERAL VOLUNTEER

REPORTS TO: THE RELEVANT OPERATIONS TEAM MEMBER - HEALTH AND SAFETY (WHS) CO-ORDINATOR, ADMINISTRATION MANAGER AND LEADER OF THE TEAM/PROJECT/EVENT/ACTIVITY

THE OPERATIONS TEAM DESCRIPTION

General Volunteers will be invited to positions/tasks by the Operations Team (formerly the Transition team) or its designate.

The Operations Team is responsible for creating spaces that people will want to return to and to allocating resources to the various ministries and events that occur at the Garratt Street Centre. This includes designing processes and resourcing them to create a warm and welcoming environment for all who call Tuggeranong Baptist Church their spiritual home and our visitors.

The church aims to share our facilities to enrich our community and the Operations Team is responsible for managing the use of the building by both external parties.

The tone for the team underpins our value of making *Everyone Welcome* and draws inspiration from an extract from Andy Stanley's book on creating an irresistible church (Appendix A). Some key points that Andy makes is that visitors form an opinion of the church based on their experience before a song is sung or a word preached and while regular attendees suffer from clutter blindness and do not notice shabby or untidy surroundings but are nonetheless impacted by the environment leading to a philosophy that standards of excellence are not required in church life.

GENERAL VOLUNTEERS

Baptist Church undertake a number of roles. Each role represents an engagement by the church in the wider community, whether it be seen as one of the *public faces* or a behind-the-scenes role.

This means that our *Safe Church/Child Safe* Policies and Principles of providing Safe Leadership, Safe Ministry and Safe Environment, where all people are physically, emotionally and spiritually safe are important aspects of the work.

Each of the roles undertaken by General Volunteers is defined by Government as a **"Direct Role"**: *A role that includes, or is likely to include, providing services that are directed towards a Child, Young Person or Vulnerable person (whether in whole or in part), or conducting activities that may involve a Child, Young Person or Vulnerable Person (whether in whole or in part). and includes the supervision of persons in Direct Roles (for example, a board member of a church is in a Direct Role, irrespective of whether they actually work with Children or Young People, because of their overarching supervisory duties).*

If you serve in any role that provides a service to or benefits a child or vulnerable person then you must meet the requirements for volunteers.

REVIEW AND TERM OF SERVICE:

Probationary period of 3 months, then one year – renewable.

An annual process of position review provides an opportunity for mutual feedback and encouragement.

At this review continuation of the role and the person in the role is discussed.

SPIRITUAL GIFTS RECOMMENDED:

Recommended gifts are:

- Helps
- Hospitality
- Craftsmanship
- Encouragement
- Giving
- Administration
- Wisdom

TEAM MEETINGS

The Operations team meets regularly to review the various projects and work of the Volunteer workforce and to prepare for the Eldership when required.

The church leadership may call groups from the general volunteer workforce to come together for meetings to encourage and present information relevant to the role or to receive feedback. This may occur on an ad-hoc basis.

QUALIFICATIONS

Formal qualifications may be an asset for particular roles.

First Aid training is an asset as provisions for First Aid must be made at all events.

Specialist vehicle licenses may be required.

TRAINING

Training and support are identified in consultation with the WHS coordinator/leader/co-ordinator.

Suggested courses are:

- Safe Church and Volunteer training <https://garrattstcentre.org.au/about/volunteering-process-and-forms> (mandatory)
- [Creating Safe Spaces on-line module](#) (mandatory)
- Creating Safe-Spaces face-to-face workshop (mandatory)
- Baptist Insurance – Work Health and Safety training <https://www.baptistinsurance.com.au/Work-Health-And-Safety-Training>
- [Baptist Insurance Risk Assessment](#) tools for specific area (elective)
- COVID Infection Control Training: <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training> (elective)
- ACT Food Handling Training and Resources <https://www.health.act.gov.au/businesses/food-safety-regulation/food-safety-training-and-resources> (elective)

Volunteers and staff contribute to the high standard of hygiene and cleaning tasks are shared amongst all the team to ensure a COVID safe environment.

VOLUNTEER WHS OBLIGATIONS

- To comply with lawful instructions
- Not to behave in a wilful and reckless manner

- To use any protective equipment provided/required
- To follow all Occupational Health and Safety policies and procedures
- Report all hazards to the designated Occupational Health and Safety Officer or other responsible person

ATTRIBUTES AND ABILITIES

Volunteers should have the following:

- Experience in the practical skills required for the allocated task
- Training/experience in any equipment used to complete the volunteer task
- Ability to train others in practical skills
- Completed *Screening Questionnaire* and signed *Code of Conduct*.
- A current *Working with Vulnerable People card*.
- Ability and willingness to comply with WHS and other applicable Legislation.

TIME COMMITMENT INVOLVED:

Negotiated with leader of the activity/team.

KEY RESPONSIBILITIES AND DUTIES:

The responsibilities may include:

- Minor maintenance of the church's property
- Participation in major projects
- Cleaning – on a regular or irregular basis
- Catering or serving at catered events
- Transport of adults to church services, health appointments or shopping
- Gardening tasks
- Help with administrative tasks
- Removal of prunings or excess furniture or other clutter from the property using own or hired vehicle/trailer
- Pick up or disposal of donated items (that are not required) using your own trailer or vehicle
- Assisting church or other community members with gardening, home repairs
- Teaching a skill to adults or children on an ad-hoc basis
- Maintenance of church-owned equipment
- Offering receiving and/or counting
- Greeting and ushering
- Flow/traffic control
- Tidying away after services/events and disposal of rubbish
- Hosting outside use of the building – including preparing and tidying spaces after the event
- Mowing of footpaths as part of a team
- Pruning of trees on an annual basis
- Clearing of drains on the property after leaf fall annually
- Switching off air-conditioning, lights, heating and locking the building after events
- Stocktake and purchase supplies

PERSONAL RESPONSIBILITIES:

1. Maintain Spiritual Life:

- a. Attend regular services of the church.
 - b. Conduct a private devotional life.
2. Continue self-improvement
- a. Attend seminars, conventions, and workshops (whenever possible).
 - b. Access on-line tutorials or learn skills on the job in the area of service
 - c. Evaluate one's service periodically and find ways to improve its effectiveness.

Legal protocols for this role:

All people involved in the ministry, regardless of age, are covered by these protocols:

- Safe Church Policy
- Code of Conduct
- Procedure for Staff and Volunteers
- ACT WHS legislation to provide safe workplaces for employees, contractors and volunteers.
- ACT Food Safety

Transition Team Inspiration

Extract from Deep and Wide – Creating Churches Unchurched People Love to Attend, Andy Stanley, © 2012 published by Zondervan ISBN 978-0-210-49307-5, P 153

Several years ago, Sandra and I visited friends who had recently transitioned to the West Coast. We arrived on a Thursday. Sean informed me he had joined a Friday morning Men's group and wondered if I would like to tag along. Seeing as my internal clock was probably going to wake me up at 5 am anyway, I agreed to go.

The study was held at a local church (not the one they were currently attending). If you are like me, the minute you step onto a church campus, you start evaluation as well as looking for ideas to "borrow". While I didn't see much worth borrowing, there was much to evaluate.

The group met in a medium-sized assembly hall with a wall of windows on one side and a bank of classrooms down the other. The first thing I noticed was the smell. The room smell like... like old. The second thing that caught my attention was the clutter. Stuff was scattered everywhere. Sunday school literature. Bibles. Hymnals. Umbrellas. The blinds on the half-dozen windows were all pulled to varying heights. There was a bulletin board with a half-dozen flyers randomly tacked to it. The wall colour was bad. The carpet needed replacing. Did I mention the smell?

This was an adult Sunday school assembly space. Grown-ups met in this room. For Bible study. After being in the environment for less than a minute, I know one thing for certain. The people who meet in this room on Sundays have met here for so long they don't see it anymore. The room is invisible to them. It's not that they enjoy clutter. They don't see it. But a newcomer would notice it immediately. I certainly did. The real tragedy from my perspective was that this adult ministry environment taught a series of lessons the Sunday school department wasn't aware of.

Lesson 1: We aren't expecting guests

Lesson 2: What we are doing here is not all that important

Lesson 3: We expect somebody to clean up after us

Lesson 4: We don't take pride in our church

Think I'm being too harsh? Hoping I don't visit your church anytime soon? If so, then this may be the most important section in the book for you to digest, and then teach your team.

.....

Every Sunday people walk onto your campus and determine whether or not they will return the following week before your preacher opens his mouth. And that's not fair. But it's true. The moral of the story: *Environment matters.*

P 168 (selected)

Every physical setting communicates something. There are no neutral settings:

Clean and tidy communicates that you are *expecting someone*.

Dirty says: "You weren't worth cleaning up for".

Organised says: "We are doing something important here".

Disorganised is *unappealing*.

Safe environment must *appear safe* if the environment is going to be appealing.