



WELCOME TEAM MEMBER



VOLUNTEER CODE OF CONDUCT

We at **St Francis** seek to put God at the centre of who we are and all that we do. Church is not just about Sundays, but the whole of life. Whether we are alone or with others, we are always the church – called into relationship with God through His love and kindness.

We intend our Sunday services to honour God and to equip us for doing Life with God during our whole week with family, friends and work colleagues.

We believe that our behaviour should be of a high ethical standard that brings glory and honour to God. We believe that every human has been made in the image of God and as such should be treated with dignity and respect. Our desire as a church team is to inspire, encourage and build one-another up in our efforts to glorify God in our work and we value living in accordance with the gospel.

Helpful practises to consider in a volunteer role:

- 1) Carry out our duties in a way that glorifies God and honours his Church.
- 2) Treat everyone with care, kindness, honesty, love and respect regardless of their race, gender, sexuality, position or religious beliefs.
- 3) In all financial matters act with integrity and transparency, being able to give an account publicly for all monies handled by us on behalf of others.
- 4) Encourage and support each other and church members.
- 5) Where disagreements or grievances occur and a resolution is not forthcoming, we will seek additional assistance.
 - a) In instances of conflict or division, we will make every effort to biblically pursue reconciliation and resolution.
 - b) Issues pertaining to criminal actions, allegations of abuse, serious misconduct, bullying or sexual misconduct will be referred to the appropriate authorities.
- 6) When interacting with minors (people under the age of 18) we shall promote trustworthy and honest relationships between minors and adults. It is essential that all volunteers understand and apply the principles of the Church of England Code of Safer Working Practice see link to [Safety and Wellbeing](#) at the bottom of our on our website home page (st-francischurch.org.uk)

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Thank you very much for being willing to give your time on a Sunday to help us serve and welcome our church family and visitors. Our aim is to make sure church is a place where everyone feels welcomed and comfortable and our welcome team plays a big part in that.

As a member of a Welcome Team:

- You will be responsible to Caroline (Carrie) Ferguson and Alison Sturdy, the Welcome Team Co-ordinators
- You will be serving as part of a team of 2-4 people on any given Sunday.
- The rota works on a monthly basis, which allows for 1 week on, 3/4 weeks off.

Key responsibilities

- Arrive at 9am for the 9.30 service or 10.30 for the 11am service - 30 minutes before the church service begins so that doors can be allocated and the team has time to pray. (If it's cold out, don't forget your coat).
- Be a welcoming face to everyone, greeting them as they arrive and giving them a bulletin.
- Keep a special eye out for visitors. Introduce yourself to them, welcome them and direct them to the main hall where the meeting will be held. (It may also be of use to point out the toilets on the way!)
- Depending on how soon the meeting is starting and if you feel it is appropriate, introduce visitors to a nearby member of the church once they have been seated.
- Assist those who have accessibility needs into the church building and to their seat. If special seating arrangements are required (e.g. for wheelchairs or pushchairs) co-ordinate making the appropriate seating changes with the Stewarding Team.
- The Welcome Team will remain by the doors until 5 minutes after the meeting starts, co-ordinating the arrival of late-comers with the Stewarding Team to make sure that late arrivals easily find a seat and don't enter at an inappropriate moment.
- If you get a chance after the meeting, ask the visitors how they found it.

Please refer to the Volunteer Code of Conduct for more information about what we value in and expect of our volunteers.

How do I swap?

It is completely understandable that you may need to swap your date on the rota if you have other commitments. We would ask that once you are aware of your need to swap, you try and organise the swap as soon as possible. You can do this by sending a ChurchSuite email to those on your rota and then changing the names for the different dates once the swap is organised.

Once you have made the swap, please inform your team co-ordinator and don't forget to double check the dates with the person with whom you swapped so you know when you are next serving! If you are unable to find someone to swap with, please let the Church Administrator know.

Illness

If you are unwell or have a persisting illness on the day you are scheduled to serve, please let the Church Administrator know on **07837 968417**