



Volunteering with The Mission to Seafarers



Contents Page

1. What does being a Volunteer involve?.....	1
2. Becoming a Volunteer.....	3
3. Volunteer Policies.....	5

1. What does being a Volunteer involve?

The Mission to Seafarers (MtS) provides help and support to seafarers around the world, night and day. As a Christian charity, we work in more than 250 ports world-wide caring for the spiritual, moral and physical wellbeing of seafarers of all nationalities and faiths and their families.

Through our global network of chaplains, staff and volunteers we reach out to seafarers by visiting them on their ships, offering them the hand of welcome and friendship, and caring for them in their hour of need.

In over 100 ports we also support centres which provide 'a home away from home'. These centres provide a place where seafarers can contact their loved ones, receive assistance with any problems they may be facing and have a break from their demanding way of life onboard ship. Our volunteers, staff and chaplains provide a 'friendly face' and a welcome change from their usual ships quarters and fellow crew members.

1.1 Committing your time

As a Volunteer, you may give as little or as much time as you wish. When you start, please let us know how much time you can give per week or month, and on which days. You may also volunteer for a specific period of time if this suits you. Knowing when you are available will enable your supervisor to plan your tasks effectively. You may cease your involvement at any time. If you are unable to continue volunteering, please let us know at least a week in advance or with as much warning as you can. Similarly, we will tell you as soon as possible if we can no longer make good use of your skills and time.

1.2 Volunteer Status

A volunteer is not an employee and will not have a contract of employment with MtS. A role will be agreed between yourself (the volunteer) and MtS with the expectation that you will meet the role's requirements. However, you are free to refuse to fulfil the role at any time and MtS is not bound to provide you with any duties.

1.3 Your partnership with The Mission to Seafarers

The Mission to Seafarers endeavours to:

- Value and support volunteers
- Provide an appropriate induction process
- Provide training and development opportunities
- Meet with health and safety requirements
- Provide rewarding and meaningful volunteer activities
- Reimburse agreed expenses
- Give regular feedback on performance
- Ensure volunteers are kept informed
- Encourage employee volunteering

Your contribution as a volunteer is to:

- Make a genuine commitment
- Be reliable and trustworthy
- Meet The Mission to Seafarers' standards
- Promote the aims and values of MtS
- Respect confidentiality
- Uphold Safeguarding, GDPR and Health and Safety requirements
- Inform your supervisor if you are unable to attend
- Be a team player
- Undertake appropriate training as required

The Mission to Seafarers will:

- Set standards for the task to be done
- Seek commitment and reliability
- Set up systems that allow you to voice any concerns you have about your role and for us to do the same
- Require tasks and activities to be done in a consistent manner
- Decline offers from volunteers who would not be appropriate or don't match MtS' current needs
- Review and investigate where problems occur
- Expect the aims and values of The Mission to Seafarers to be supported

As a Mission to Seafarers volunteer, you can expect to:

- Be thanked and appreciated for your efforts
- Have the information you need to carry out your role
- Know what is expected and the standards required of you
- Receive appropriate training
- Have a safe working environment
- Feel able to voice any concerns you may have
- Know the management structure
- Be part of the organisation
- Know who to go to with a problem
- Be free from discrimination
- Have agreed expenses met without problems

2. Becoming a Volunteer

2.1 Recruitment of Volunteers

The Mission to Seafarers recruits volunteers through a variety of ways. These include advertising vacancies in the local media/posters/local network groups, through word of mouth or individuals directly approaching MtS. You may be asked to complete an Application Form for some of our positions. Shortlisted applicants for positions will usually be invited to attend an interview or to come in for an informal chat.

2.2 Pre-Volunteering Requirements

Our volunteering roles will be subject to references before volunteering commences. You will be given further details of this when you apply to volunteer with the Mission.

2.3 Personal Details and Emergency Contact details

You will need to fill in a personal details form when you start that has basic information about you. This form will also include a section for the name, address and phone number of two relatives or friends who can be contacted in the unlikely event of an emergency. Please ensure that your emergency contact has given you permission for their details to be kept on record for this purpose for the duration of your volunteering.

2.4 Induction and Training

When you start, you will be introduced to the members of the team at orientation or on your first day and assigned a supervisor who will be responsible for overseeing the activities and projects you are involved in. On your first day you will meet with your supervisor where you will have the chance to talk over this policy and ask any questions you have about the content if necessary. You will also be provided with the following policies: Safeguarding, GDPR, Health and Safety, and Whistleblowing which you must sign to say that you agree to comply with the guidance.

You will be shown the location of the toilets, fire exits and first aid box. A settling-in period is recommended to ensure you are comfortable volunteering with us and happy with the tasks you are doing as part of your role within the organisation. If for any reason you are unhappy whilst you are volunteering, please draw this to the attention of your supervisor.

2.5 Work Specific Training

Some of our volunteering roles will require mandatory training, for example if you will be entering a port you will need to fulfil the health and safety training requirements of the local port. This may include INSET training and undertaking a ship visiting course. For our volunteer drivers we recommend that you undertake a MiDAS course.

2.6 Supervision and Support

Your supervisor is your first point of contact if you have any problems or require any advice. You will be given full instructions on how to carry out all tasks so that you know what is expected of you. Specific training will be offered where the MtS deems it to be appropriate. You will be required to meet with your supervisor for meetings on a regular basis during which you will have the opportunity to discuss any issues or ask any questions concerning

your safety and volunteering experience. Your activities will also be reviewed and altered if necessary. It is important that you feel that your time is being used properly and effectively and we want you to feel part of the team. It is also important that you voice any concerns that you may have as it is important to us that you feel valued and safe while working at the Mission.

2.7 Some of the ways people help us:

Administration

Independent Examination of committee accounts
Collating press cuttings
Filing and photocopying
Inputting financial data
Looking after merchandise
Managing special projects
Preparing mail and posting mailshots
Producing newsletters
Reception duties
Typing letters and documents
Preparing financial and other information required for International Headquarters
Minute taking

Fundraising

Attending cheque presentations
Committee Chairman, Secretary, Treasurer, Members
Corporate volunteers
Counting cash
Helping at events e.g. street collections and flag days
Individual fundraising activities
Managing collection boxes
Promoting events and giving talks
Setting up and marshalling events
Shop assistants
Telephone follow-up after events

Services

Advocacy Services
Befriending
Distributing posters
Driver
Flower arranging
Foreign exchange
Honorary Chaplain
Hospital visitors
Meeting and greeting
Pastoral Support
Photographer
Researcher
Selling phone cards and providing internet and telephone connectivity to seafarers
Setting up exhibitions
Ship Visiting
Trainer

3. Volunteer Policies

3.1 Equal Opportunities

MtS is committed to a policy of treating all its employees, volunteers and applicants equally and fairly. The aim of this policy is to ensure that no applicant to MtS, employee or volunteer receives less favourable treatment due to age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity, unrelated criminal convictions, or membership or non membership of a trade union. All employees and volunteers have a responsibility to co-operate with measures to ensure equal opportunity and non discrimination, and to respect and act in accordance with the policy set out below.

MtS will not condone any form of harassment or bullying. Everyone is responsible for ensuring that MtS' Equal Opportunity Policy is applied to our dealings with our colleagues, clients and suppliers and should, in addition, be aware that it is unlawful to commit, authorise, contribute to or condone acts of discrimination in the provision of goods and services, on the grounds set out above. If you perceive a problem you should raise it in the first instance with your supervisor or a manager of appropriate seniority. We will treat all complaints fairly, quickly and with confidentiality.

MtS will accept a volunteer for a particular role on the basis of merit, the only selection criterion being the individual's suitability to do the specified task subject to the needs of MtS and the restrictions of the location. Medical screening and health questioning will only be carried out in the following circumstances:

- to help decide if reasonable adjustments are needed to facilitate an interview
- to determine if a volunteer can carry out a function that is essential to the duties they are assigned such as heavy lifting or ship visiting.

3.2 General Data Protection Regulation (GDPR)

Any information we keep is based on what you supplied when you first became an MtS volunteer. Please inform your supervisor if there are any changes to your own or your emergency contact's details. We are registered under data protection legislation and promise that your personal details will be treated as confidential. If you want a copy of the information that we hold, your supervisor will be able to arrange this.

3.3 Confidentiality

Volunteers must maintain confidentiality during their time with MtS. For this reason, you are asked to sign a confidentiality declaration. Confidentiality protects the disclosure of personal details concerning seafarers, supporters, volunteers or employees, as well as MtS operations. This applies whether the information is received directly or indirectly, deliberately or accidentally, verbally or in writing.

3.4 Expenses

MtS recognises that volunteers often incur expenses in carrying out their activities. You are entitled to reimbursement of expenses, though you don't have to claim them. They should be agreed in advance with your supervisor. If required, the cost of petrol should be claimed at the current agreed rate set by HMRC, whilst public transport costs and car parking fees

should be met in full. Transport costs could include travel to and from home or whilst volunteering, e.g. delivering collection boxes around the area. You may be required to supply a copy of your driving licence. It should be noted that should you incur any fines for driving offences during the time that you volunteer for us, MtS will refuse to accept any liability and you will be responsible for settling such fines yourself.

Any claims should be signed and approved by your supervisor and, wherever possible, you should produce a receipt. Expenses paid by MtS are reimbursement of actual costs and do not include a profit element. Reimbursement up to a reasonable level is accepted by the Inland Revenue and is not normally subject to tax liabilities. The above does not apply if your volunteering is carried out through or for another organisation.

3.5 Holidays

Please inform your supervisor of any holidays you have booked as soon as possible, so that cover can be arranged if required.

3.6 Safeguarding and Whistleblowing - If you have a difficulty

MtS relies on the goodwill of our volunteers and we aim to treat everyone fairly, objectively and consistently. Most MtS volunteers find their tasks enjoyable and fulfilling. Any difficulties that occur are normally resolved easily and quickly between colleagues. Supervisors are responsible for handling any problems relating to volunteer conduct and any complaints. Please refer to the Solving Problems policy for details on how we approach this. If you are unhappy or have a complaint with regard to conduct, safety or abuse that you have experienced or witnessed, first of all speak to your supervisor. If you are still not satisfied, please take up the issue with their line manager. All safeguarding concerns must be reported to the volunteer manager and the volunteer manager should report all safeguarding concerns and issues to the Regional Director. Please refer to the Safeguarding policy and Whistleblowing policy for further details on what and how to report.

3.7 If things go wrong

In order to meet our commitments to seafarers, MtS expects high standards from all of our volunteers. On rare occasions, there may be a need to review the actions or standard of an individual volunteer. If a problem arises we will discuss this with you, seeking an amicable solution. On rare occasions it may be necessary to resolve matters via a formal grievance or disciplinary procedure. Please refer to the Solving Problems policy.

3.8 Health and Safety

The same Health and Safety regulations apply to volunteers when on MtS' premises as apply to MtS staff. Copies of The Mission to Seafarers' Health and Safety policy, and other documents on health and safety, are available from International Headquarters and in the branch manual, a copy of which can be found at all Mission to Seafarers centres. Risk assessments will be undertaken for each branch. The Mission to Seafarers' general duty to our volunteers is to provide and maintain a safe and healthy environment and to provide appropriate instruction, training and supervision for your health and safety.

As a volunteer, you also have a general duty of care. You should always:

- ensure that your own actions do not jeopardise the safety of yourself or others
- report to your supervisor anything that could be detrimental to the safety or health of yourself or others
- co-operate with your supervisor
- report any defects which you find in equipment or tools.

Below are some of the key points from our Health and Safety Policy

3.8.1 No smoking policy

Smoking is not permitted on any MtS property, or in port areas. Please check where it is permissible to smoke.

3.8.2 Use of non-medicinal drugs

The consumption, possession or supplying of non-medicinal drugs and solvent abuse are strictly forbidden in MtS facilities, vehicles or on MtS premises.

3.8.3 Insurance

The Mission to Seafarers' volunteers are covered by different types of insurance dependent on where they are helping. We have arranged Public Liability Insurance on behalf of all committee members and voluntary helpers and collectors while they are doing normal MtS activities. MtS also has Employer's Liability Insurance, providing insurance against liability for bodily injury and disease sustained by their employees arising out of, or in the course of employment. This is a statutory requirement. Volunteers helping MtS are covered under these policies.

Volunteers who undertake independent fundraising initiatives which are not organised by, or in association with MtS are not normally covered under MtS' Public Liability Insurance cover unless agreed, in writing, by the Director of Finance. This cover only applies to those directly volunteering for MtS. If you are a volunteer who is working for another organisation (for example at an ecumenical centre), please contact your supervisor if you have any queries regarding insurance protection.

Any driver of a Charity vehicle will be covered by the Mission's insurance policy as long as the Director of Finance at International Headquarters has been notified of the driver's name and supplied with a copy of their driving licence (see 3.8.5 below). Cover for driving the Charity's minibuses is restricted to drivers aged over 25 years with a minimum of two years fully licensed driving experience.

3.8.4 Car drivers

It is important that if you are involved in an activity for MtS that involves using your own car, you must inform your insurers. Most insurance companies agree to cover these journeys at no extra charge – check this with your own insurance company. Neither your car, nor any third-party claims will be covered by MtS' car insurance policy or our Public Liability insurance policy. It is therefore imperative that you speak to your own car insurance company, in advance of using your car on our business.

3.8.5. Driving licences



Volunteers who are required to drive a Charity vehicle must supply a copy of their licence, which will be forwarded to the Director of Finance at International Headquarters. All drivers will be requested to provide further copies of their licence to International Headquarters annually. Any changes to an individual's licence must be reported to International Headquarters immediately.