



THH09

Volunteer Role Description

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1. Introduction

Torch Help Hub (Torch) is a company limited by guarantee, registered in England and Wales, No. 06996356. Registered Charity No. 1131576.

Torch is a local church-based charity that provides help and support to people of all ages who have nowhere else to turn. This help is provided through volunteers from local churches across Reading and the surrounding area. The leadership team at Torch is drawn from among the leaders of the churches involved. Further details about the work of Torch see www.torchhub.org.uk

2. Scope of Work

We provide help by supporting people in the local community who have specific needs. Some of these people may have a specific vulnerability.

The current scope of core activities that Torch offers are summarised below:

Group 1 – Regulated Activities

- Urgent help (e.g. help with shopping, picking up prescriptions)
- Enhanced Wellbeing (e.g. friendly support such as chatting or praying)
- Driving to Appointments (e.g. health related appointments)

Group 2 – Non-regulated Activities

- Confidence Building (e.g. help with social re-engagement and getting out)
- Practical Tasks fixing stuff (e.g. basic DIY and painting)
- Practical Tasks outside the home (e.g. gardening/tidy up)
- Practical Tasks transporting things (e.g. goods, furniture and rubbish)
- Practical Tasks cleaning inside (e.g. cleaning tidying, decluttering)
- Personal Help with paperwork (e.g. CVs, forms, bills)
- Personal Help with IT related (e.g. phones, laptops, online shopping)
- Personal Help with general assistance
- Advocacy (e.g. support at important appointments)

Clients may self-refer or be referred by an agency or charity and select the type of help required. The referral form is accessed here: <https://torchhub.org.uk/#request-help>

As part of the application process volunteers select which activities they would prefer to help with. When a request for help is made known, a Volunteer may choose if they are able to accept at that time. No one is obliged to accept as we recognise that acceptance may depend on capacity, availability, and the current circumstances of the Volunteer.

3. Client Contact

Torch is a relational organisation, we put people first and seek to honour and respect our clients through the building of good, healthy and trustworthy relationships. This is at the heart of every offer of help. After triaging a request via the coordinators, a suitable volunteer will be identified and thereafter Volunteers deal directly with clients to fulfil their request, although they continue to have the ongoing support of the coordinators.

4. Expected Client Demographic

The offer of help is available to all who should contact Torch, regardless of their background. The offer of help is free. It is expected that requests for help will primarily come from adults, with a

reasonable expectation that these may be people of any age from the elderly to younger adults and single mums. There is a small possibility that we may also be called by children under 18 which will include vulnerable 16–17-year-olds living in accommodation on their own. Only volunteers with a suitable DBS will be allocated this type of request.

5. Number of Requests

Torch receives 5 to 10 requests per week either directly or by referral. Each request will first be handled by the coordinator on shift to engage with the vulnerable person to understand the task before seeking a Volunteer to fulfil the request. It is likely that on occasions there will be multiple requests from the same Client and that Volunteers may therefore be asked to undertake tasks for the same Client over a short period of time depending on the level and type of help required. Torch cannot guarantee in advance which Volunteer will be assigned to a task or how many tasks a Volunteer may be asked to undertake in a given period. The coordinator's will seek to share out the tasks as evenly as possible but will require flexibility in their selection depending on who is available at the time.

6. Level of Commitment

As a volunteer for Torch, we want to encourage you to get involved and be committed to this work to the full extent that the Lord leads and time permits. You are not signing up to take on a regular commitment of set hours on set days of the week as we offer a more flexible approach to volunteering. When you accept to undertake a request for Torch, you can mutually agree with the client a suitable time and arrangements to help them. However, what we do require is that you maintain regular contact with the coordinators to update them and that you confirm when the task is complete.

There is no limit to the number of requests that you can take on and anyone client may involve multiple visits depending on the nature of the help required. However, we want to ensure you are not overloaded and you have a workable balance, maintaining good boundaries and whilst also avoiding a client developing an unhealthy dependency. Given the investment in time, effort and funds to appoint volunteers everyone is expected to take on requests for at least 2 new clients per year, unless you are already at a high level of commitment. If circumstances change and you are no longer able to take on new clients for a while, then please do talk this through with a coordinator to discuss taking a temporary rest break. You are of course free to stop volunteering at any time.

7. Line Management

All Torch Volunteers report to Torch Coordinators who provide day-to-day direction and guidance.

8. Key Requirements

You must:

1. Make a formal application via ChurchSuite form.
2. Be 18 years of age or over.
3. Be a Christian in an active relationship with the Lord Jesus and willing to meet to pray with others, and if able to pray with individuals.
4. Have been an active "member" of a local Church for at least 6 months prior to commencing.
5. Be endorsed by your church leader.
6. Attend a volunteer interview.
7. Attend Induction Training and Adult Safeguarding Training as required.

8. Have a smart mobile phone and access to WhatsApp.
9. Be committed to complete your assigned task and report back to the coordinator.
10. Be able to exercise wisdom, good judgement and be flexible.
11. Be a good team player.
12. Agree to the Statement of Faith.

9. Statement of Faith

We believe:

- There is One God, Creator of all, three in One: Father, Son and Holy Spirit.
- God's Son, the Lord Jesus, was conceived by the Holy Spirit, born in Bethlehem by the virgin Mary, being both fully God and fully man.
- He lived a perfect life, was crucified, and died for our sins, was buried, and rose on the third day.
- He is alive today and sits at the right hand of the Father.
- It is only through faith in the Lord Jesus that we receive forgiveness and eternal life.
- In the divine inspiration and supreme authority of the Bible, which is the written Word of God, fully trustworthy for faith and conduct.
- The church is called to live out our new relationship with God by expressing His love and compassion to those around.

10. DBS Requirements

It is a requirement that each volunteer has a suitable DBS matched to their preferences for volunteering activities. Group 1 activities are regulated under current DBS legislation and will require an enhanced DBS with a barring check. The minimum requirements are summarised below:

Grouping	Group 1	Group 2	Comment/Rationale
	Regulated Activities	Non - Regulated Activities	
Activities	Urgent ie Food shopping with clients money	Confidence Building ie help with getting out	A volunteer choosing any of the Group 1 activities as a preference trumps Group 2 when selecting the level of DBS to be applied for.
	Pastoral care ie spiritual support and guidance etc	Practical Tasks ie DIY, gardening, cleaning etc	
	Driving clients to a healthcare appointment	Personal Tasks ie paperwork, IT etc	
		General assistance Advocacy	
New Operations Staff	eDBS(A) + barring checks		Supervisor
New Volunteers	eDBS(A)+barring	DBS(A)	Depends on preferred activities
New Coordinators	eDBS(A) + barring checks		Supervisor
New Trustees	eDBS(A) + barring checks		Supervisor
Advisors	Non required		No direct contact with vulnerable
Administrators	Non required		No direct contact with vulnerable

Once the DBS is received the volunteer must agree to sign up to the DBS update service which means the DBS will not expire, but Torch will be able to regularly check the volunteers DBS record.

Change Record

Date of Change:	Changed By:	Comments:
18/01/24	Operations Team Leader	Policy updated to reflect new scope and DBS levels.