**Volunteer Job Role**

**Name of Church:**

**Volunteer Worker: Sidesperson**

The Church takes the safety of everyone within the church very seriously and expects that everyone will work within the church safeguarding policy. In particular, the Church expects anyone who becomes aware of a safeguarding risk or of actual abuse, to immediately report it.

**Principles**

Workers with children and/or adults experiencing, or at risk of abuse or neglect must have a commitment to:

* Treat individuals with respect;
* Recognise and respect their abilities and potential for development;
* Promote their rights to make their own decisions and choices, unless it is unsafe;
* Ensure their welfare and safety;
* The promotion of social justice, social responsibility and respect for others; and
* Confidentiality, never passing on personal information, except to the person to whom you are responsible, unless there are safeguarding issues of concern (e.g. allegations of abuse). Safeguarding issues of concern must **always** be reported to the Police or Social Care services and Diocesan Safeguarding Adviser.

**Responsible to (named contact for support and resolution of any difficulties):**

**Key responsibilities and accountabilities:**

* To work with vulnerable people (children and adults experiencing, or at risk of abuse or neglect) in a way that meets and develops their personal, spiritual and social needs, exercising active pastoral concern.
* To represent the needs and views of vulnerable people to the PCC or, where appropriate, enable them to do this for themselves.
* To maintain a link with parents and carers.
* To work in accordance with the church’s policy on safeguarding.
* To undertake any other work that has been agreed and is seen to be appropriate.

**As a volunteer you can expect that we will do our best to ensure that:**

We provide a supportive, inclusive and positive environment that ensures you enjoy your volunteering and that you are treated with respect and courtesy and provided with training.

**Person specification**

1. Able to demonstrate an ability to work with people who are /may be vulnerable; and

2. A willingness to develop their skills and training

As a volunteer working regularly with people who are/may be vulnerable, this post may be eligible for a criminal record check which will be renewed at least every three years.

**This entails the following for Sidesperson:**

The Sidesperson plays a crucial role in the welcome and hospitality offered by the church community. They are the front of house face who can determine if visitors stay or return and are the welcoming heart of the regular congregation.

Warmth, friendliness and positive attitudes are as important as the list of functions carried out by the Sidespeople team. At all Saints Highertown we seek to welcome as Christ welcomes, without prejudice or discrimination and to offer sustained hospitality that is attentive to detail, ensures people feel “at home” and facilitates smooth and seamless services, enabling people to worship without distraction and with reverence and dignity.

Sidespeople are alert to both the individual and corporate needs of the worshipping community and are able to respond calmly, instinctively and appropriately. For example if someone is taken ill or if someone disrupts the service. Particular attention is given to baptisms and festival services where they may be more visitors than usual, making sure there is sufficient seating and baptismal families are seated in an appropriate place.

Sidespeople provide support to each other and the team as a whole and are encouraged to raise any concerns or suggestions as they arise to the clergy team or churchwardens. They are compliant with safeguarding regulations and aware of general health and safety. They are issued with easily identifiable badges to be worn when on duty.

**Duties include:**

* Arriving 20 minutes before the start of a service
* Checking that lights are on
* Checking that heating is on
* Checking that the middle doors are unlocked
* Checking that the lectionary bible is open at the right page
* Making sure the church is tidy with no obvious hazards and that fire exits are clear
* Ensure the necessary service sheets and handouts are available at the door
* Checking that someone is using the clicker and enter numbers in the notebook at the end of the service
* Checking that the altar rail is in place/removed as appropriate to the service
* Turning bells on and off at the appropriate time
* Checking that there are appropriate spaces for buggies/ wheelchairs which do not obstruct aisles or fire exits
* Checking that the collection plates are put out and that those doing the offertory are present
* Sidespeople welcome the gathering community ensuring that visitors
1. Are told about the screen and that there is no need for books or given the appropriate order of service and notice sheet
2. Are introduced to one or two members of the congregation and guided to a seat near someone who will engage with them and guide them through the service if needs be
3. Are invited to share in coffee
4. Are told where the facilities such as toilets are.
5. Are told that the sidespeople will guide them up to communion when it is time.

Following the peace, Sidespeople wait for everyone to resume their seats during the hymn before bringing forward the collection so that it can be done in a dignified way rather than fighting through the crowds in the aisles. As the offering is brought forward the Sidespeople inform Young Saints that it is time to return to the church. At the distribution Sidespeople position themselves early and direct the congregation in an orderly manner to the communion rail. At the close of the first service, the middle doors are opened and everyone is encouraged to enter the hall for coffee and fellowship.

Second service: Five minutes before the beginning of the second service Sidespeople encourage the congregation to gather and the middle doors will be closed as a sign the second service is about to begin.

At the close of both services, Sidespeople tidy the church, replace orders of service etc and are on hand to assist with wheelchairs/buggies etc.

Updated training and induction will be given to existing and new Sidespeople twice a year.

Basic Level CO Safeguarding training is required for this role.

**Duties and responsibilities of Sidespeople September 2019**

**9.15am service**

8.55am arrive check:

* lights are on
* heating is on
* church is tidy and no obvious hazards
* appropriate spaces for wheelchair users/buggies
* HC rail in place
* Lectionary bible open at right place
* Leaflets/orders of service/ notice sheets/ handouts etc. area all available at the door
* Clicker available to count the congregation

Open front doors

Unlock middle doors

Put out collection plates and or retiring collection

Check offertory is in place

9.05am welcome people at the door

Provide orders of service/ notice sheets/ any other literature

Support people to their seats especially visitors, wheelchair users , parents with buggies/pushchairs etc.

Introduce visitors to members of the congregation as appropriate

Explain to visitors about coffee/toilets etc. and what happens around Holy Communion and that they will be guided

9.20am join the congregation but keep an eye on the door for late arrivals

During the service

Count and record numbers for the service book

Guide people up to the communion rail

B alert and aware of any needs within the congregation e.g. people taken ill or needing support

At close of service 10.05am

Open middle doors and direct people to coffee and fellowship

Take collection to the vestry

Tidy orders of service away

Tidy church

**10.30am service**

10am arrive

Welcome-direct people to the hall for coffee and fellowship offering appropriate support for visitors etc.

10.15am

Check clicker is in place, collection plates, offertory and communion rail

Turn on bells

Check orders of service if being used

10.25am

Encourage congregation to gather in the church via middle doors

10.25am

Close middle doors

Turn off bells

10.35am

Join congregation but be watchful for late arrivals

During the service

Take collection, put communion rail in place

Guide people to the rail

Count and record congregation

2nd,3rd,4th, 5th Sundays: notify Young Saints when it is time to return to church

At end of service

Collect up any unused sheet etc.

Tidy church

Lock middle doors

Turn off lights and heating

Check to ensure Toddle equipment is set up

Check security of building i.e. windows, doors locked and fire doors closed

Finish 11.45am

**NB:** DBS checks are renewed every 3 years

Safeguarding training is renewed every 3 years at the same level as before

This letter is binding in honour only; it is not intended to create a legally binding contract between us and it may be cancelled at any time at the discretion of either party. Neither of us intend any employment relationship to be created either now or at any time in the future.