Example Role Outline: Welcomer/Steward

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 raise this with your Parish Safeguarding Officer or the Diocesan Safeguarding Adviser (DSA) or Assistant DSAs.

Those who work with children, young people and/or adults who are vulnerable should have a commitment to:

* Treat individuals with respect
* Recognise and respect their abilities and potential for development
* Working in ways that meet and develop the personal, spiritual, social and pastoral needs
* 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
* Confidentiality, never passing on personal information, except to the person you are responsible to, unless there are safeguarding issues of concern which **must always** be reported to the person named above or to the Police or Social Services in an emergency.

*The purpose of this position is to provide the ministry of hospitality to both members as well as visitors coming to worship and at any external events. When we connect our hospitality with our story of being welcomed and embraced through the grace and love of Christ, it becomes more than just a technique. Hospitality embraces people with God’s heart of love, creating a warm and welcoming space where people feel at home, where strangers become friends and family.*

*Welcomers are often one of the first people someone new to our church may meet. It’s important then to come with a positive attitude and provide a smile and warm welcome to all those who arrive for worship and events as well as simply visiting.*

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| **Role** | Welcome/Steward |
| **Responsible to** | Church Wardens/Clergy |
| **Key Responsibilities of the Role (tasks to be undertaken)** |
| CONSIDER IF THE WORKER IS SUPERVISED IN THEIR WORK OR UNSUPERVISED (SUPERVISES OTHERS)

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| *As a volunteer:* |
| * Wearing a name tag that includes your first and last name and praying with the welcome team prior to the event.
* Being at church ready 30 minutes before each event and typically after the worship/event begins to greet latecomers and make visitors feel welcome.
* Providing information to visitors so they can follow the worship and get a sense of what church is all about.
* Answering any questions visitors may have about the church, ministry programmes, denomination, etc. – provide any brochures/leaflets with service times, etc.
* Being familiar with the different ministry leaders in the congregation so you’re able to connect and introduce those who may be new to church.
* Being familiar with the church building so you can direct guests appropriately.
* Following up with visitors immediately after the event/service.
* Returning lost and found items to their proper owners.
* Being familiar with emergency contact information, e.g., health & safety, safeguarding etc.

*Safeguarding responsibilities:** To adopt and implement the House of Bishops’ policies on Safeguarding and a Parish Policy and Procedures on safeguarding children and adults who may be vulnerable. Multi Parish benefices may adopt one Policy and Procedure for the Benefice. (Legal responsibility continues to rest with the individual parish).
* To appoint a Parish Safeguarding Representative (the ‘designated person’ with special responsibility for safeguarding children and adults), to work with the incumbent and the PCC to implement policy and procedures. In multi-parish benefices a Safeguarding Rep may act for more than one parish.
* To ensure that the Parish Safeguarding Rep and anyone having regular contact with children or vulnerable adults is appointed according to Safer Recruitment guidelines, is trained and supported, provided with a copy of the parish safeguarding policy and codes of practice for church workers/volunteers.
* To deal promptly with allegations or suspicions of abuse in accordance with the Disclosures and Allegations policy in consultation with the Diocesan Safeguarding Team.
* To display the Diocesan and Parish Safeguarding Policy and Procedures, and the contact details of the Parish Safeguarding Rep on church premises and wherever possible on the church website
* To ensure that known offenders or others who may pose a threat to children, young people and vulnerable adults are effectively managed and monitored in consultation with the Diocesan Safeguarding Team.
* During a vacancy, to ensure that information about all safeguarding matters is securely stored before passing on to the new incumbent. The departing incumbent should give the information to the Parish Safeguarding Rep who will inform the new incumbent when they take up the post.
* Ensure that there is appropriate insurance cover for all activities involving children or vulnerable adults undertaken in the name of the parish;
* To review the implementation of the safeguarding children and adults policy, procedures and good practice, at least annually.
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| **Any arrangements for induction, training & support**  |
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| **Any practical arrangements relevant to the role** *(e.g. process for paying expenses, times role should be carried out, provision of equipment)*  |

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| CONSIDER FREQUENCY OF WORKING, SECURITY, PERSONAL SAFETY, HANDLING MONEY

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| **Role to be reviewed** *(insert date)* |

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| **The role is eligible for a criminal record (DBS) check which is renewable every three years** *(insert yes / no)* |  |
| **Level of criminal record (DBS) check which is required for this role** |  |