



# AoS Volunteer Handbook

To say "yes" to volunteering to help others is a decision, which is liberating; it opens our hearts to the needs of others, to the requirements of justice, to the defence of life and the protection of creation. Volunteer work is really about the heart of the Christian image of God and man: love of God and love of neighbour.

*Pope Benedict XVI, September 2007*

## **Apostleship of the Sea**

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## **Welcome to AoS**

We are delighted that you are interested in volunteering with AoS and hope that your volunteering experience with us will be positive and enjoyable. AoS could not survive without the amazing work that our volunteers do; from helping with mailings through to visiting seafarers on ships, every role is equally important.

Through AoS, you will have the chance to get involved with a variety of different activities. Not only will you have the opportunity to make a difference to the lives of seafarers, you will also gain new skills, receive training and make new friends.

This handbook has been written to help you get the most out of your volunteering with us. Whether you are an experienced volunteer or someone who is just drawn to the cause, we hope you will find it useful.

You will find our contact details on the back cover. Please feel free to contact the Volunteer Coordinator on 0207 012 8602 if there is anything we can do to help.

## **Background to AoS**

90% of all world trade is carried by sea, and 150,000 merchant ships arrive in British ports each year. The maritime industry is absolutely vital to our economy and way of life, but the conditions of the seafarers themselves are hidden from us. Seafarers have to work away from their families and communities for nine to twelve months at a time, suffering loneliness, depression, spiritual deprivation and even exploitation.

The Apostleship of the Sea (AoS) is a registered charity providing practical and pastoral care to seafarers – regardless of creed or nationality. AoS (Great Britain) deploys port chaplains and ship visitors to welcome seafarers to our shores as brothers and sisters, providing for their practical and pastoral needs onboard ship or in seafarers' centres. Working collaboratively and ecumenically with other industry bodies and welfare agencies, it promotes the recognition of seafarers' inherent human dignity and their vital place within the modern maritime industry – thereby improving the effectiveness of the maritime industry as a whole.

Globalisation and the drive for greater profit combined with technological advances have changed the face of the international shipping industry radically in recent decades. Ships have got larger, ports have moved down river, and turnaround times have been reduced dramatically. Crew numbers have also become smaller, and seafarers have increasingly been recruited from the developing world where wages are lower. Many ship owners have registered their ships under so-called flags of convenience to avoid stringent regulatory controls, sometimes adversely affecting seafarers conditions of service and welfare.

Recognising these changes, the AoS has implemented a strategic plan organised on a national scale, which addresses the real needs of seafarers by providing an integrated and responsive pastoral ministry to all seafarers arriving in all British ports.

AoS has adopted a three-stranded pastoral ministry to international seafarers, entailing pro-active ship-visiting by specially trained and qualified chaplains, the provision of

ecumenical drop-in seafarers' centres inside ports, and an expanding seagoing chaplaincy – especially onboard cruise ships. These strands of focused pastoral care are intertwined with the personal commitment, professional training of all AoS staff and an effective national support structure.

In all that it does, AoS describes its ministry in the four themes of:

**Mission, Solidarity, Welfare and Hospitality:**

**Mission**

We reach out to seafarers in the name of Christ, enabling them to get to Mass either on board ship or in a local parish. Through effective Christian witness and personal contact, we work to nourish Christian life on board ship.

**Solidarity**

We stand alongside seafarers when their rights are ignored and campaign for their rights to be internationally recognised and upheld. We encourage an awareness of the personal dignity of the seafarer whose individual existence can be overlooked in a globalised industry.

**Welfare**

We look after seafarers who are abandoned in port and those who are sick or injured through accidents on board. During the winter months we provide essential warm clothing.

**Hospitality**

We welcome seafarers to warm and friendly ecumenical centres where they can telephone or email loved ones at home. They can relax at the bar, play pool or visit the chapel for a service or for quiet prayer and reflection.

**Conclusion**

AoS now has a permanent presence in 57 ports, from Aberdeen to Plymouth and continues to expand. Increasing numbers of volunteers in ports around the country serve as ship visitors or support the work of AoS in other ways. Overall AoS is supported financially and is helped by more than 15, 000 supporters.

The life of a seafarer can be very lonely



Port Chaplains and Volunteer Ship visitors, welcome seafarers to our shores as brothers and sisters.



## Who's Who in the AoS National Office

### **Captain Paul Quinn OBE – National Director**

Paul is the National Director and responsible to the Trustees for the overall direction of the AoS charity as an agency of the Bishops' Conference.

### **John Green – Development Director**

John works closely with Port Chaplaincy teams to develop AoS's pastoral outreach both in ports and at sea.

### **Sheila Bailey – Fundraising and Communications Director**

Sheila's tasks are to develop strategies, policies and workable plans to raise awareness about the work of the AoS, she also seeks reliable funding from a range of potential sources so that the work of AoS can be resourced and supported as needed.

### **Marina Mazzocchi- Marketing Manager**

Marina's role is varied and includes producing Alongside, supporting marketing campaigns and supporting Sheila to raise awareness about the work of AoS.

### **Annie Scharwatt- Fundraising Officer**

Annie's role is to seek funding from trusts and charities so that the work of AoS can be resourced and supported as needed.

### **National Volunteer Coordinator**

To recruit and support volunteers, working with Parish contacts to support them in their roles and to provide good practice volunteering guidelines for all the AoS volunteers and AoS chaplains.

### **Alice Robinson – Office Manager**

Alice is the Office Manager and P.A. to the National Director. Alice's responsibilities include personnel, sea chaplaincy, making travel arrangements for staff, event organisation and diary management.

### **Peggy Darkwa Smith – Accounts Assistant and Administrator**

Peggy is responsible for the bookkeeping of AoS accounts. Peggy supervises and trains volunteers to help in data inputting and, when you phone, she is often the person you will speak to first.

## **Around the ports**

Below is a list of ports where AoS has a presence. If you would like to contact any of the chaplains, please contact us in the national office for their details or visit [www.apostleshipofthesea.org.uk](http://www.apostleshipofthesea.org.uk).

### **Scotland and North East**

Aberdeen, Peterhead and Invergordon  
Fraserburgh, Shetland

Deacon Brian Kilkerr

### **Grangemouth/Forth/Clyde**

Richard Haggarty

### **Liverpool Manchester**

Peter Devlin  
Mgr Arthur Keegan

### **Bristol Channel**

Sharpness  
Bristol  
Newport and Cardiff

Fr Noel Mullin  
Fr Noel Mullin  
Fr Noel Mullin

### **West Country**

Plymouth, Par, Fowey, Falmouth and Bideford  
Teignmouth

Louise Carter

### **Sussex and Hants**

Shoreham, Portsmouth and Southampton

Fr Jack Padua

### **Thames and Kent**

Tilbury  
Medway and Dover

Fr Patsy Foley  
Deacon Daniel Mulcahy

### **Haven**

Lowesoft, Ipswich, Felixstowe and Harwich

Sr Marian Davey

### **Humber**

Grimsby and Immingham  
Hull

Fr Colum Kelly  
Anne McLaren

### **North East Region**

North and South Tees and Hartlepool  
Tyne

Tony McAvoy  
Paul Atkinson

“ After four years working for AoS, I am still enjoying it very much. I visit the ships on Monday evenings on a rota basis. Whenever there is a need, I am always willing to help. I hope to continue visiting ships for many years. I always enjoy the pastoral and team aspects of our vocational work; it is a very special part of my life”

**Elfi Ip, Volunteer Ship Visitor Portsmouth**



## Why Volunteer?

Volunteering with AoS should be beneficial, not only to our organisation, but also to you the volunteer. It should be an enjoyable experience and not seen as 'compulsory' or a 'chore'.

People volunteer for many different reasons. Some of the more common motivations are:

- ❑ A way to express and share your faith
- ❑ A belief in the ministry of AoS and a feeling that you would like to give something back.
- ❑ To gain experience in a particular area
- ❑ To develop skills
- ❑ To boost a C.V. and employability (as a volunteer please feel free to ask us for a reference)
- ❑ To have fun
- ❑ To meet new people

We often get volunteers who have some connection to the sea, for example they may have been a seafarer once themselves or they may have a relative who worked in a port or at sea. It may be that they live near the sea or simply believe in the ministry of AoS. Volunteers come from all walks of life and are of varying ages from 18 right through to 89! Whatever your age or background you are most welcome to help us.

Volunteering for AoS will give you the opportunity to help Seafarers in need either directly or indirectly depending on what volunteering role you take on. It is a way of thinking globally but acting locally.



Volunteers helping with mailings in the National office



Two volunteer ship visitors in Shoreham



Volunteers' summer party

## Volunteering Roles

Below is a brief summary about the volunteering roles we have available, although please be aware that these may differ regionally and change slightly according to the time of the year. Full job descriptions for each role are available from the Volunteer Coordinator on 0207 012 8602.

**The Role of a Parish Contact:** AoS is always looking for people to act as a link between parishioners and AoS. As a parish contact you can do as little or as much work as you want. At a basic level we would ask you to put copies of Alongside into your parish and assist with our annual Sea Sunday event. If you would like to be more involved then you could hold coffee mornings to raise awareness or even give a talk about the work of AoS.

**Becoming a Ship Visitor:** As a ship visitor you can help make the seafarers feel welcome by offering them practical and pastoral support should they need it. For example you may be able to give them a map of the local area so they know where to go, or provide them with a phone card so they can contact loved ones back home. For insurance purposes ship visitors must be aged between 18 and 75.

**Volunteering to Drive in a Port:** If you have been driving for over two years you may be eligible to drive an AoS mini-bus or car. Ports are very large places and these days are often quite some distance from local towns. Therefore drivers are needed to collect seafarers from their ships and take them to Seafarer Centres, town, Mass or even a local hospital or doctor should they need medical attention.

**Volunteering in a Seafarer Centre:** We often need volunteers to help at ecumenical drop in centres for seafarers in port locations. The duties you may get involved in include helping with general administration and befriending seafarers.

**Other Volunteering Roles:** There are a number of other ways you could get involved. Here are just a few suggestions:, collect shoe boxes of toiletries etc for gifts for seafarers at Christmas, collect good quality second hand jumpers, coats and fleeces, organise a fundraising event e.g. run a marathon, do a swimathon etc. The choice is yours and any help you can give to AoS in any form will be greatly appreciated.

**Small Projects:** We often have small projects in the national office or in Seafarer Centres that require people with specific skills e.g. research or accountancy. Please phone us for information on current projects.

**Volunteering at the National Office:** We frequently need help in our very busy national office. At certain times of the year we do mass mailings to all our supporters. Each year we send out 200,000 letters, Alongside newsletters and information packs. We have an extremely dedicated group of mailing volunteers who help us do this. It is a very sociable job and we are always looking for more people to help us with. We also need people to assist us with general administration including opening mail, data entry, filing and computer based work.

## Induction

You have a right to be properly introduced into your work with AoS. Your induction will include the following things:

- ❑ A discussion about your role – what you'll be doing, what you might achieve
- ❑ Information about any training that is being offered
- ❑ Details about who will be your supervisor and what form this supervision will take.
- ❑ Any important dates you should know about – volunteer meetings, forthcoming events, etc.
- ❑ Introduction to staff, volunteers and other people
- ❑ A tour of the building or environment you're volunteering in
- ❑ Explanation of what to do if you've any questions
- ❑ Background information about the organisation
- ❑ Information about the probation period
- ❑ Explanation of how to claim expenses
- ❑ Important health & safety information (see below).
- ❑ Equal Opportunities
- ❑ Confidentiality
- ❑ Disciplinary and grievance procedures



I am retired and became a volunteer at the National office about 4 years ago, coming in two days a week. It is a very friendly working environment and there is always something to keep me busy. The range of work is variable from helping with mailings to inputting data. I enjoy my work and find it very rewarding. Kneal - Office Volunteer

## Health and Safety

AoS places a great emphasis on the welfare and safety of all their staff members and volunteers. All office volunteers have a responsibility to familiarise themselves with the AoS health and safety policy and procedures. For each volunteer role a risk assessment has been carried out. During your induction you will be shown a copy of the risk assessment for your particular role. A risk assessment is simply a way of looking at the environment you will be working in to check for anything that we think may endanger you or someone else. Before you begin your volunteering role think through what is being asked of you to ensure that we have covered everything with you in your training.

If you volunteer in a port environment you will be obliged to follow the health and safety regulations as laid down by the port authority. These will be explained to you during your induction. You will also be required to fill out a health and safety form declaring any medical conditions that may affect the type of work you do as a ship visiting volunteer. This health form will be reviewed on a yearly basis and is designed to help AoS protect your health and safety.

AoS will do everything possible to avoid injuries to volunteers. However AoS volunteers also have a responsibility to do everything they can to prevent injury to themselves, other volunteers and those who may be affected by their actions or omissions while volunteering.

## General

- ❑ As a volunteer you should report any unsafe conditions or activities to an AoS member of staff or port chaplain and record any accidents or incidents.
- ❑ You must not undertake any task for which authorisation and/or training has not been given. If you are unsure about carrying out a task please talk it through with an AoS member of staff or port chaplain who will be happy to help.
- ❑ If you have a medical condition that you feel may affect your safety, please inform an AoS member of staff or port chaplain. Every effort will then be made to ensure that you can continue to work with us in safety.
- ❑ You must raise any health and safety concerns that you have with the relevant member of staff or port chaplain.

## Port based health and safety

- ❑ You must comply with all relevant rules and arrangements issued by AoS or the port authorities.
- ❑ Volunteer ship visitors are not to use pilot ladders to board ships. Lack of gangway access should be reported to your local chaplain.
- ❑ You must wear high visibility jackets, protective toe capped boots and hard hats at all times when in a port environment. This is for your own safety and will ensure that you give people every opportunity to see you. An order form can be found in Appendix 4, please fill this in so we can send you all your clothing. All safety clothing is provided for free.
- ❑ You will be issued with an ID badge which you will need to wear whenever you are in the port.
- ❑ You should not give your personal contact details to seafarers.

## Office based health and safety

- ❑ If you are asked to do computer based work you should ensure that you take a break regularly to give your eyes and wrists a break.
- ❑ Please do not lift heavy boxes of materials, ask an AoS member of staff for help.

## Health and safety for mailing volunteers

- ❑ Please do not lift heavy boxes of materials, ask an AoS member of staff for help.

## Expenses

As a volunteer you should never be 'out-of-pocket' for anything related to your work. We will reimburse you for reasonable out of pocket expenses. The sorts of costs you should expect to be reimbursed for are travel to and from your volunteering, fuel for driving undertaken for AOS and meals taken during volunteering (we will pay for your lunch a maximum of £5.00 if you volunteer for a full day) **If you envisage incurring any additional costs to the above mentioned please contact the Volunteer Coordinator on 0207 012 8602 to check that you will be entitled to a reimbursement.**

To claim expenses, please fill in an expenses claim form at the back of this handbook. Additional forms can be obtained from the Accounts Assistant at the national office or your port chaplain; you will always need to provide receipts for your expense claims. Please ensure your form is authorised by your port chaplain or by an AoS contact before it is returned to the national office. Unfortunately, AoS is unable to subsidise a weekly, monthly or annual travel card that you may require for normal travel.

Please be advised that as a volunteer we will be unable to pay you for the work you do and you will not receive any formal work contract.

## Driving your own car for AoS work

If you become a volunteer ship visitor there may be an occasion when you use your own car to drive in the ports or to take seafarers to town for shopping etc. If you do use your own vehicle for your volunteering, AoS will reimburse you for mileage at 40p per mile, this rate is set by the Inland Revenue (Fixed Profit Car Scheme). This allowance covers fuel used as well as a contribution to vehicle wear and tear and a contribution to insurance. AoS does not therefore provide insurance for your vehicle. Any claims will need to be met by your insurer according to the terms of your policy. Whether a claim will affect your 'no claims bonus' should be discussed with your insurer. AoS has public liability insurance but this does not cover damage to your vehicle.

To claim for car mileage you should submit your expenses claim form and volunteer record form for car mileage (copies are at the back of this handbook) attach receipts and mention the reason for the claim- e.g. "driving to seafarers centre for volunteering".

In order to use your car to drive seafarers around we will need to see a copy of your licence. This must be a full licence, not a provisional licence. You will also need to inform your insurance company that you are driving your car for use in a voluntary role otherwise the policy can be invalidated, which can result in the driver being personally liable for any damage or injuries sustained in an accident. Please contact the Director of Development (John Green 0207 012 8606) for a copy of a letter you can send to your insurance company or download one from our website [www.apostleshipofthesea.org.uk](http://www.apostleshipofthesea.org.uk) it is in the 'for current volunteers' section.

To use your car as an AoS volunteer you must:

- Send a copy of your driving licence to the Director of Development at the national office
- Inform your insurer in writing that you are using the vehicle as a volunteer
- Send a copy of this letter together with any acknowledgement from your insurer to the national office.

If you volunteer to drive an AoS vehicle, we will need to see a copy of your drivers licence and you will be covered by AoS insurance.

## **Equal Opportunities**

In accordance with AoS's Equal Opportunities Policy, volunteer placements are open to all individuals irrespective of race, gender, disability, sexuality, religious belief, age or marital status. All volunteers can expect fair treatment in their roles.

## **References**

You will need to provide a reference before you can begin volunteering. This can be from anyone who knows you as long as it is not a relative.

## **Confidentiality**

All information submitted by AoS Volunteers, including personal profile forms and details of referees are treated as confidential and stored under the Data Protection Act 1988. We will only share your details with other staff members of AoS.

You should treat information about other volunteers and seafarers as confidential. However you should be aware that you are not breaking confidentiality if you speak to staff at AoS about a problem arising from volunteering. If you witness or are subjected to an act of discrimination or abuse, on any account, it is your legal right and responsibility to report it immediately to a member of the AoS staff.

## **Discipline Procedures**

AoS seeks to have a good working relationship with all its volunteers. We hope to have a shared expectation with those who work with us and we hope that we will work with mutual respect and support according to Gospel values.

If AoS believe that a volunteer is not upholding the good name of the organisation, or representing us as we wish, or following correct health and safety legislation then they may be asked to stop their work with us immediately.

## **Complaints Procedures**

AoS aims to have a good working relationship with all its volunteers and to provide the best possible service. We positively welcome suggestions and recognise that from time to time there may be occasions when you feel that the quality or level of service falls short of what you expect. If you have a complaint to make, it should be made to your AoS contact in the first instance who will try to resolve the issue. If the issue cannot be resolved, it will be passed onto national office in accordance with AoS complaint procedures.

## Training and Ongoing Support

As a volunteer you can expect thorough training in whatever role you undertake. Most training will be informal in nature i.e. you will shadow someone or be shown by an AoS member of staff what to do. If at any stage you feel uncertain of your role or do not feel you have received enough training please do ask for extra help/training.

Volunteers who become ship visitors will be offered more formal guidance due to the need for adequate health and safety training. Initially you will shadow a port chaplain or long term volunteer to learn the ropes! If you enjoy your volunteering and decide to stay with us you will need to go on the Merchant Navy Welfare Board (MNWB) ship visitor training course. This will enhance your skills and enable you to understand the problems seafarers face in greater depth. It also covers essential health and safety issues. The MNWB course is two days long. You will also be invited to regional training sessions, which your regional coordinator will inform you about. **It is important that you attend at least one of these events each year.**

If after this you are interested in developing your skills and understanding as a ship visitor, it may be possible for you to attend an Ecumenical Chaplaincy course at Ushaw Training College in County Durham or an Evangelisation and Ministry course at the Maryvale Institute. You will need to speak to John Green, the Director of Development, about this.

All volunteers will be supported in their roles. Support is a two-way process where your AoS contact gives you feedback about your work and equally gives you an opportunity to raise any issues you may have. It might take the form of a regular one-to-one conversation either in person or by phone, or sometimes can happen as a group meeting.

## Resources available to you

As a volunteer we will equip you with all the resources you will need to carry out your job. There are a range of leaflets and booklets available and below are just some of the resources available. Please contact the Volunteer Coordinator on 0207 012 8602 for any of the following:

- Fundraising pack
- AOS posters for example to make a display
- AOS prayer cards – a variety are available
- Liturgy Booklet
- General Information leaflets
- Information about running a shoe box appeal or collecting clothing etc for seafarers
- Faith based resources
- And much more!

If you work in a port – the port chaplain or regional coordinator will equip you with all the things you will need to do your work. There is an AoS order form for items suitable for taking on board ships. Please contact the Director of Development on 0207 012 8606 for a copy.

## Forming an AOS group

You may like to consider forming an AoS group with other volunteers from your port, parish or local area. The purpose of the group is totally up to you – it could be to keep each other informed of activities e.g. what ships you have visited, to organise fundraising events, to offer support to each other with AoS work or to pray together. Please keep brief notes at these meetings and send them to your port chaplain/regional coordinator or to the national office.

**Please let us know if you do establish an AOS group and if you would like someone to come along once in a while from the national office or a local port.**

### Press Releases

It is important that you inform the national office and your port chaplain/regional coordinator about any fundraising activities. Please contact Sheila Bailey (0207 012 8607) in the national office if you intend to do a press release about volunteering with AoS or if you have been approached by newspapers, magazines, TV, radio or other media. It is important that AoS is represented appropriately in the media.

## Questions

If at any time when you are volunteering with us, you are having problems with your work, or other personnel, then please bring this to the attention of your AoS Port Chaplain or AoS contact. They will do their best to help resolve the situation or advise you what to do. If you find that your contact is unable to help then please contact the National Volunteer Coordinator on 0207 012 8602.

## Time Sheets

Without our volunteers AoS would be unable to reach as many seafarers as we do. We are keen to record the contribution our volunteers make and ensure that their work is formally recognised. Therefore we would like volunteers to send in a record of the hours they work at the end of each quarter. You will need to fill in a time sheet, which is available at the back of this book or from the national office. These timesheets are not to monitor how much each individual does, but to record the overall contribution volunteers make to the organisation. We are also able to use this information when completing funding applications to demonstrate the great work of volunteers.

## Stopping Volunteering

You are free to stop volunteering at any time but we would appreciate as much notice as possible. In order to ensure that we care for our volunteers in the best possible way, we would like to offer all volunteers who leave AoS an exit interview. This interview, which will normally be conducted by phone with the National Volunteer Coordinator will give volunteers the opportunity to explain what they enjoyed about their volunteering and to give AoS constructive feedback on what can be done to improve the service we offer to our volunteers.

## Feedback

**We are always trying to improve the service we offer to our volunteers. If you have any queries contact the National Volunteer Coordinator on 020 7012 8602 or e-mail on [volunteering@apostleshipofthesea.org.uk](mailto:volunteering@apostleshipofthesea.org.uk)**



### Volunteer Policy

#### **Mission Statement**

The Apostleship of the Sea (AoS) is a registered charity providing practical and pastoral care to seafarers. One million seafarers visit British ports every year, 95% of British imports and exports are transported by Sea. However, many are lonely, depressed and even exploited as they spend up to 12 months away from home in challenging and often dangerous conditions.

We deploy port chaplains and ship visitors to welcome seafarers to our shores and provide them with pastoral and practical assistance - regardless of creed or nationality.

#### **The Role of the Volunteer**

There are several roles for volunteers within AoS. We often need help with administration and mailings in our national office. We also look for volunteers who would like to represent AoS at a parish level by becoming a parish contact. Lastly volunteers who live near a port may be able to help by becoming a ship visitor, assisting in a Seafarers Centre or driving Seafarers around the port and local area.

As a volunteer, your gift of time, skills and experience will extend AoS's capacity to serve seafarers. It is AoS's aim that volunteers gain satisfaction from this partnership and that the relationship is one of mutual benefit.

#### **1. Recruitment**

Volunteers from all walks of life are welcome to come and join the AoS team. A prospective volunteer will be asked to fill in an application form and provide a reference. They will then have the opportunity to meet with a full time member of staff to see what area of our work they would be most interested in helping with.

#### **2. Equal Opportunities and Diversity**

AoS is firmly committed to diversity in all of its work. We believe that we have much to learn and profit from diverse cultures and perspectives, and that diversity will make our organisation more effective in meeting the needs of seafarers.

We are committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute. However Volunteers will be expected to share an understanding and empathy for the Christian ethos of the AoS.

#### **3. Induction and Training**

Volunteers are made to feel welcome and will be provided with a volunteer manual, job-specific guidelines and resources. Training is geared towards specific roles. Progress is monitored and when necessary additional training will be given to ensure volunteers have the skills and information they need to enjoy and carry out their tasks.

Ship visiting volunteers will be given a trial period of three months to ensure that they feel comfortable in the role. They will also be required to attend a two day Merchant Navy Welfare Board, ship visiting training course.

#### **4. Support and Supervision**

There is always a member of staff available to offer support and advice and regular supervision sessions are available to monitor progress.

#### **5. Expenses**

It is AoS's policy to reimburse reasonable out of pocket expenses incurred whilst undertaking voluntary tasks, subject to the production of receipts. These may include:

- A. Travelling expenses
- B. Miscellaneous expenses e.g. phone calls, postage, refreshments

#### **6. Insurance**

All volunteers will be covered by AoS's public liability insurance and personal accident insurance.

#### **7. Health and Safety**

All Volunteers will be provided with the correct safety equipment to carry out their role. Ship visiting volunteers will be advised about suitable clothing (for example free flowing clothing can become entangled in ship's equipment) and will be given a hard hat and a reflective jacket, which must be worn at all times within the port area, protective toe capped boots must also be worn.

AoS has a full Health and Safety Policy, which is available for volunteers to read if they wish.

#### **8. Other**

Where deemed necessary, the role and placement of the volunteer may be terminated by the Director at one weeks notice, or immediately, where behaviour equivalent to gross misconduct has occurred. In all cases the volunteer will be entitled to an explanation of the decision and action taken.

#### **9. Volunteer Responsibilities**

Volunteers have the responsibility to:

- a. Agree to the AoS's policy on volunteering
- b. Respect confidentiality
- c. Be reliable, honest and mindful of AoS's good name
- d. Adhere to health and safety regulations
- e. Not commit themselves to an unmanageable workload and to only work to the specified job description
- f. Report back and keep in contact with AoS staff
- g. Treat everyone they meet when representing AoS with courtesy and respect.
- h. AoS volunteers also have a responsibility to do everything they can to prevent injury to themselves, other volunteers and those who may be affected by their actions or omissions while volunteering.

You are free to stop volunteering at any time.



## APPENDIX 2

### AoS Volunteer Agreement

This Agreement is intended to demonstrate the commitment of AoS (the Apostleship of the Sea) to our volunteers. AoS is very appreciative of all the work our volunteers do and the agreement is designed to show our commitment to do the very best we can to make your experience with AoS a productive and rewarding one.

#### **Part 1: the organisation**

Your role as a volunteer is as a \_\_\_\_\_ and starts on \_\_\_\_\_.

#### **AoS commits to the following:**

##### **1. Induction and Training**

- To provide thorough induction on the work of AoS, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role. The Volunteer Handbook provides full details of the organisation.

##### **2. Supervision, Support and Flexibility**

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them;
- To provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems;
- To do our best to help you develop your volunteering role with us and provide feedback on performance.

##### **3. Expenses**

To repay these expenses following procedures in the Volunteer Handbook:

- Travel to and from home to your place of work and during your work: please speak to Peggy Smith at the national office if you would like to claim mileage.
- Lunch time meal allowance to a maximum of £5 with a receipt. To be eligible you must work around meal times or for at least 5 hours a day.

##### **4. Health and Safety**

- To provide adequate training and feedback in support of our health and safety policy, details of which can be found in the Volunteer Handbook.
- To provide correct safety clothing in ports

## 5. Insurance

- To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.

## 6. Equal opportunities

- To ensure that all volunteers are dealt with in accordance with our equal opportunities policy a copy of which is available on request.

## 7. Problems

- To try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with us;
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures set out in the Volunteer Handbook.
- Where deemed necessary, the role and placement of the volunteer may be terminated by the Director at one weeks notice, or immediately, where behaviour equivalent to gross misconduct has occurred. In all cases the volunteer will be entitled to an explanation of the decision and action taken.

## Part 2: the volunteer

I agree:

- To help AoS to support seafarers
- To perform my volunteering role to the best of my ability;
- To follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients; ensuring I have a full understanding of such policies.
- To maintain the confidential information of the organisation and of its clients;
- To meet time commitments and standards agreed to and to give reasonable notice so other arrangements can be made when this is not possible;
- To provide referees as agreed who may be contacted
- To work as a volunteer without receiving any monetary compensation or other financial benefit for my services.
- To give a record of the volunteering hours and ships visited to my AoS contact.
- To have a responsibility to do everything I can to prevent injury to myself, other volunteers, staff and those who may be affected by my actions or omissions while volunteering.

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

AoS representative: \_\_\_\_\_ Date: \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Volunteer Name \_\_\_\_\_



**APPENDIX 3**

## Induction Checklist

Name of Volunteer

Name of Supervisor

Date

	Completed
<b>Outline of your volunteer role</b>	
<b>Signing volunteers agreement &amp; Health Form</b>	
<b>Boundaries to your role</b>	
<b>What support is available/who will do this</b>	
<b>Background Information about AoS</b>	
<b>Tour of port/premises</b>	
<b>Introductions to staff and other volunteers</b>	
<b>AoS policies and procedures and the implications for the volunteer</b>	
<b>Health and Safety procedures, Port Safety, Risk Assessments</b>	
<b>Training</b>	
<b>Safety clothing</b>	
<b>Claiming Expenses</b>	
<b>Recording of Hours and Ships Visited</b>	



**APPENDIX 4**

**Apostleship of the Sea clothing order form**

Name: \_\_\_\_\_

Role in AoS: \_\_\_\_\_

Name of Port: \_\_\_\_\_

Please look at the list below and tick the correct size for what you would like. All of the items below are provided free of charge to ship visiting volunteers and port chaplains. All items are branded.

Item	S	M	L	XL	Quantity
Hi Vis Winter Coat					
Hi Vis Short sleeved vest					
Blue short sleeved polo shirt					
Blue sweatshirt					
Blue Fleece					

Other Items	Quantity
White hard hat	
Blue Ruc Sac	
Money bag	

Signed \_\_\_\_\_

Date \_\_\_\_\_

For volunteers please also get the signature of your port chaplain

**Please send this form to:**

John Green, Apostleship of the Sea, Herald House, Lambs Passage, London, EC1Y 8LE

Tel: 020 7012 8606

Fax: 020 7588 8280

e-mail: johngreen@apostleshipofthesea.org.uk



## **APPENDIX 5**

### **TIMESHEET**

Without our volunteers AoS would be unable to reach as many seafarers as we do. We are keen to record the contribution our volunteers make and ensure that their work is formally recognised. Therefore we would like all volunteers to send in a record of the hours they work. This information is also extremely useful for fundraising applications to trusts and charities. You will need to fill in the sheet below, which is available from the national office. This is not to monitor how much each individual does but to record the overall contribution volunteers make to the organisation.

**We would appreciate it, if at the end of every quarter you could send this to your local AOS contact or return to us in the national office: AOS Freepost LON21409, London, EC1B 1NB or email [volunteering@apostleshipofthesea.org.uk](mailto:volunteering@apostleshipofthesea.org.uk)**

Name \_\_\_\_\_

Port \_\_\_\_\_

<b>Date</b>	<b>Volunteering Role e.g. ship visiting, fundraising,</b>	<b>Hours Worked</b>

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## Volunteer record form for car mileage

Date	Mileage at start of trip	Mileage at end of trip	Total mileage for this trip	Reason for car journey if not ship visiting

Sum of total mileage for trips on this sheet: \_\_\_\_\_

Your name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Address:

\_\_\_\_\_

Port where you volunteer:

\_\_\_\_\_

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Apostleship of the Sea (AoS)  
Herald House  
Lambs Passage  
Bunhill Row  
London  
EC1Y 8LE

Tel: 020 7012 8602  
[www.apostleshipofthesea.org.uk](http://www.apostleshipofthesea.org.uk)

E-mail: [volunteering@apostleshipofthesea.org.uk](mailto:volunteering@apostleshipofthesea.org.uk)

**Disclaimer**

Although every care has been taken to ensure that all information provided in this handbook was correct at the time of publishing, AOS cannot be held responsible for details or issues that might have been omitted by accident. If you require any further details about this document or anything stated herein, please do not hesitate to contact us.