



Taleem Volunteers Policy

Introduction

Taleem Foundation's Volunteer Policy is an essential component of the organization's systems for ensuring a safe and welcoming environment for all worshipers and participants in events. This policy must be read alongside our Health and Safety, Safeguarding, and Event Management policies to ensure a comprehensive understanding of our duty of care. Volunteers bring a wide range of skills and experiences that enhance the experience of worshipers and the success of events organized by the Foundation. We actively encourage volunteers from the local community to get involved, as their participation helps support worship services, events, and activities, enriching the sense of community and providing assistance in various roles.

However, to maintain a safe and respectful environment, all volunteers must undergo a proper vetting process, including background checks and safeguarding training, ensuring that they are fully aware of their responsibilities and the importance of maintaining a safe space for everyone involved. Volunteers are expected to adhere to the Foundation's policies, including confidentiality, professional conduct, and respect for all individuals. They will work in collaboration with staff and other volunteers to ensure that all events and worship activities are organized smoothly, and that the welfare of all participants is prioritized.

Our volunteers include:

- Members of the Governing body
- Parents of pupils
- Ex-pupils
- Students on work experience/placement
- Local residents



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The types of activities that volunteers are engaged in at the mosque include:

- Assisting with worship services
- Supporting small groups of worshipers during prayers or activities
- Helping individual worshipers with specific needs or tasks
- Assisting with mosque events and community gatherings
- Sharing their skills or knowledge by leading or participating in discussions, classes, or lectures

Introduction

Anyone wishing to become a volunteer at Taleem Foundation, whether for a one-off event or on a more regular basis (such as assisting with worship services or helping during community events), should first contact the Mosque Manager, Event Coordinator, or Foundation Supervisor to discuss the opportunity. Volunteers are encouraged to complete the Volunteer Application Form (Appendix 1), providing relevant details such as their contact information, experience, skills, and the specific times they are available to offer their assistance.

Before beginning their volunteer role, all volunteers will undergo a Volunteer Induction. This session outlines the Foundation's expectations, policies, and procedures, ensuring that all volunteers understand their responsibilities and roles within the mosque environment. As part of the safeguarding process, the Foundation will seek background checks for any volunteers who will be regularly working with worshipers or assisting with events. This ensures that appropriate measures are in place to protect both the staff and the community. Volunteers who have not undergone the necessary checks will not be left unsupervised with worshipers and will always be accompanied by a staff member or another vetted volunteer during their time at the mosque. This procedure ensures that Taleem Foundation maintains a safe and supportive environment for all involved.

Confidentiality

Volunteers at Taleem Foundation are required to adhere to a strict code of confidentiality. This means that any concerns or observations regarding the worshipers they interact with or come into contact with must be shared only with the appropriate staff members, such as the Mosque Manager, Event Coordinator, or a designated Safeguarding staff member. Volunteers must not discuss these concerns with the worshipers' families or anyone outside the Foundation. If a volunteer becomes aware of a comment or situation that raises concerns, it is essential that this information is reported directly to the Mosque Manager or Event Coordinator, rather than being shared with others.



It is important to understand that comments regarding a worshiper's behavior or involvement in events are often sensitive matters. If these comments are taken out of context, they could cause distress or confusion, particularly if families hear about these concerns from a third party rather than directly from the Foundation. To ensure that sensitive issues are handled appropriately, volunteers should always refrain from discussing personal matters regarding worshipers outside the designated Foundation channels. Additionally, if a volunteer has concerns about the actions or words of another adult within the Foundation, they should address this matter directly with the Mosque Manager or Event Coordinator. This ensures that any issues are managed professionally and confidentially, supporting the well-being of both worshipers and staff within the Taleem Foundation community.

Supervision

All volunteers at Taleem Foundation are under the direct supervision of the Mosque Manager or Event Coordinator to whom they are assigned. While volunteers play an important supporting role during worship services and events, the Mosque Manager or Event Coordinator retains overall responsibility for the worshipers' safety, behavior, and the activities taking place. They are responsible for ensuring that the environment remains organized, safe, and conducive to worship and participation, while volunteers assist in facilitating and supporting these efforts.

Volunteers should receive clear guidance and instructions from the Mosque Manager or Event Coordinator regarding how to carry out specific tasks and what the expected outcomes are for each activity. This ensures that the volunteer's contributions align with the Foundation's objectives and the smooth operation of the events. If at any point a volunteer has a question or is unsure about any aspect of the task or any behavioral concerns that arise, they are encouraged to seek further advice or guidance from the Mosque Manager or Event Coordinator. Open communication between the volunteer and staff is key to resolving any issues and ensuring that worship services and events run smoothly. Volunteers should feel comfortable asking for clarification or support if they encounter any challenges, as this helps maintain a positive and respectful environment for all worshipers and attendees.

Health and Safety

Taleem Foundation maintains a comprehensive Health and Safety Policy, which is made available to all volunteers upon request. This policy outlines the procedures and precautions necessary to ensure a safe and secure environment for both worshipers and volunteers. As part of the Volunteer Induction process, all volunteers will be informed about the Foundation's emergency procedures, including how to respond in the event of a fire alarm and evacuation. This ensures that volunteers are fully prepared to act swiftly and safely if an emergency arises.



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In addition to the general safety procedures, the Mosque Manager or Event Coordinator is responsible for ensuring that volunteers are made aware of any specific safety considerations related to the activities they are assisting with. For example, if a volunteer is helping with a specific event, managing worshiper movement, or assisting with equipment, the Mosque Manager or Event Coordinator will provide clear instructions regarding any associated risks and how to mitigate them. It is important that volunteers pay close attention to these safety guidelines to ensure they carry out tasks properly and safely.

Volunteers must exercise due care and attention at all times to maintain a safe environment. If they notice any potential hazards or safety concerns—whether in the mosque, during events, or while assisting with off-site activities—they are required to report these immediately to the Mosque Manager or Event Coordinator. By doing so, volunteers help contribute to a culture of safety within the Foundation and ensure that any risks are addressed promptly, protecting the well-being of both worshipers and staff.

Complaints Procedure

Any complaints made about a volunteer will be referred to the Head teacher for investigation. Any complaints made by a volunteer will be referred to the Headteacher / Deputy Headteacher.

The Headteacher reserves the right to take the following action:

- To speak with a volunteer about a breach and seek reassurance that this will not happen again
- Offer an alternative placement for a volunteer, e.g. helping with another activity or in another class;
- Inform the volunteer that the Mosque no longer wishes to use them.
- The full Complaints Procedure is available from the Head teacher.



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Appendix A

VOLUNTEER APPLICATION FORM

NAME: D.O.B:...../...../.....

ADDRESS:.....
..... POST CODE:.....

PHONE:.....EMAIL:.....

DBS: YES/NO DATE ABLE TO START FROM:

DAYS & HOURS AVAILABLE FOR WORK:.....
.....
.....

WORK EXPERIENCE:

EMPLOYER	DATE	POSITION

EDUCATION:

SCHOOL/COLLEGE	COURSE	DATE	GRADE

By signing this document, I understand that any activities I do as a volunteer will not be payable, entitle to me a salary or any monetary compensation, nor will any activities I carry out make me an employee of Taleem Institute. Finally, my status as a volunteer may be revoked at any time.



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SIGN: **DATE:**/...../.....