**Purpose of role:**

Visit any person that the Pastoral Visiting Team Coordinator considers requires a pastoral visit and where the need is within your skill set. Treat individuals with respect and help the person visited to feel part of the church family. They should feel cared and prayed for (not necessarily during the visit). Be committed to keep 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 Parish Safeguarding Officer, the Diocesan Safeguarding Adviser, the Police and/or Social Care services.

**Responsibilities:**

**General**

* Take your own journey with God seriously.
* Take responsibility for your own health and safety.
* Comply with Diocesan safeguarding policy.
* Comply with General Data Protection Regulations.
* Undertake any training as required.

**Specific**

* Pray for the people you visit; personally, and with the person if wanted.
* Let the Team Coordinator know if you cannot do a visit so that another visitor can be arranged if appropriate.
* Make your visit(s) at the agreed time and day.
* Be prepared to listen and let the person talk.
* Be helpful and sensitive.
* Help the person feel part of his/her church family; talking about events and people, taking along a notice sheet, church magazine, reading passages from the Bible, praying together as appropriate.
* Take the lead from the person you are visiting and their interests and needs.
* Maintain boundaries.
* Do not give your personal contact details.
* Do not accept money, administer medication, give help with personal affairs, help with personal care, get involved in family disputes.
* Always carry your church ID.
* Attend training sessions prior to your first visits and any top-up sessions as required.
* Keep short records of your visit (including times of visit).
* If you feel that a relationship is not working or a need to offload, talk to the Team Coordinator who will listen, encourage and act to resolve any issues.
* Attend regular team meetings to share experiences, encourage, top-up training needs and pray for the visited and the visitors.
* Regularly review your visits with the help of the Team Coordinator.
* Ensure that the Pastoral Visiting Team Coordinator is notified if a clergy visit is needed.

**Commitment required:**

Varies according to your agreement with the Team Coordinators. Attendance at training prior to first visit, regular team meetings and occasional top-up training.

You are not expected to continue in this role ad infinitum. As part of your regular reviews with the Pastoral Visiting Team Coordinator you will discuss continuing in this role, or seeking a more suitable alternative for you and your current circumstances.

**This role requires the volunteer to go through the safer recruitment process and obtain a DBS check.**

**Accountability:**

Reports to Pastoral Team Coordinator and ultimately the PCC.

This role is voluntary.