

Please follow these steps to onboard volunteers involved in Pastoral Care. There are a number of steps involved and you will need to assist and coach your volunteer through the process. Please refer to the Volunteer Info sheets provided to assist the volunteer in the steps they should take.

1. Submit Volunteers name through the Leaders and Volunteers Pastoral Check

The Leaders and Volunteers Pastoral Check gives Pastors across each state the opportunity to flag any concerns regarding a potential volunteer or their suitability to be serving on a particular team.

To submit a Volunteer for the Leaders and Volunteers check add the volunteer to your Pastoral Care volunteer team on MyHillsong. This will automatically add their name to the list of names to check for that campus. The leaders and Volunteer Check process is completed weekly.

You will be notified if the volunteer is not approved to serve on the Pastoral Care team. The pastor who flagged concerns will follow up with the team leader.

2. Assist Volunteer to Complete Hillsong Working With Children and Young People Application

The Volunteer can complete an application by going to workingwithchildren.hillsong.com Logging into MyHillsong and completing the Working with Children and Youth Application form. This must be completed under their own personal MyHillsong login account with their login email address listed on MyHillsong.

3. Assist Volunteer to Complete state-based working with children check

If volunteer already has a check please ask them to bring it to their pastoral interview or provide it to safechurch@hillsong.com. If they do not have a check, here is how to apply for your relevant state:

[New South Wales Working With Children Check \(WWCC\)](#)

[Queensland Blue Card](#)

[Victorian Working With Children Check](#)

[Tasmania Working With Children \(Vulnerable People\) Check](#)

[Northern Territory Working With Children Clearance Ochre Card](#)

[Western Australia Working With Children Check](#)

4. Arrange a Pastoral Interview

Assist the volunteer to connect with a pastor who is approved to conduct working with children and young people screening interviews. Ensure the volunteer has completed their Hillsong Working With Children and Young People application on MyHillsong and ask them to bring their state based working with children check and some photo ID to the interview.

5. Assist Volunteer to Complete Pastoral Care Volunteer Training

Refer to the Volunteer info sheet Phase 1 for instructions to assist with accessing the training. Volunteers will need to complete the following training modules: Safety Fundamentals, Protecting People, Child Safety, Pastoral Care Overview and Systems, Suicide Awareness, Wellbeing

The volunteer can pause between modules and their progress will be saved so they can start again where they left off. If they have already completed some modules, they will not need to complete them again.

QUESTIONS OR NEED HELP?

- For working with children check or training support email safechurch@hillsong.com

It is recommended that you as the oversight assist your volunteer whilst they complete the following steps. Arrange to meet with them in person or schedule a video call and work through the instructions provided in the Volunteer Info Sheet - Phase 2.

Assist your volunteer to complete the following steps:

- Hillsong Volunteer Email Address
- Okta Verification and Set up
- Microsoft Teams Application Set up and Login
- Pastoral Care Confidentiality Agreement
- Front Log-in and Set up

Request Hillsong Volunteer Email Address

1. The volunteer can go to hil.so/itform and complete their details and submit the form.
2. Once completed you as the oversight will receive the below an email from IT to confirm that this volunteer serves with you and requires a volunteer email.

Please note oversight needs to respond to confirm volunteer and then the volunteer needs to activate email after within 48 hours.

Hi

_____ has requested a user account login to be created for them and has included you as their staff oversight.

To approve this account creation, please confirm that the details below are correct and reply to this email.

Name:

Involvement: Volunteer

Department: Pastoral Care

Job Title / Role: National pastoral Care Volunteer

Country: Australia

Location: Sydney - Hills

Personal Email Address:

Notes:

Regards,
Service Desk Team

Okta Verification and Set up

1. Assist your volunteer with Okta verification and set up by following the instructions provided in the Volunteer Info Sheet- Phase 2.

Microsoft Teams Application Set up and Login

1. Assist your volunteer to set up and log in to Microsoft Teams by following the instructions provided in the Volunteer Info Sheet- Phase 2.
2. Add your volunteer to the relevant Teams that they will be working with.

Pastoral Care Confidentiality Agreement

1. Assist your volunteer to complete the Pastoral Care Confidentiality Agreement by following the instructions provided in the Volunteer Info Sheet- Phase 2.
2. Once completed, the volunteer will receive an automated email with the Confidentiality agreement with their details already inputted.
3. Volunteer needs to click on link in email and sign the confidentiality agreement.
- 4. Next, the Pastoral care oversight will receive this NDA form via email to finalise and sign that the volunteer is serving with them.**

Front Login and Set Up

1. Assist your volunteer to set up and log in to Front by following the instructions provided in the Volunteer Info Sheet- Phase 2.
2. Take a moment to give your volunteer a tour of how front is used and what their role is.