

## Volunteer Policy

### Recruitment

The Club will use appropriate means to advertise for Volunteers locally and regionally.

The Club will use appropriate means to advertise within Schools, Colleges, Universities and on the Allus Netball Club website.

A Criminal Records check with the Criminal Records Bureau will be made for every volunteer. The cost will be met by the Club.

### Training

The Club Volunteer Officer and members of the Volunteer Group will mentor the Volunteer during the first month at the Club. The CVC will explain procedures and issue copies of:

- Roles and Responsibilities of a Volunteer
- List of Club Volunteers
- List of Club Committee – including Club Volunteer Co-ordinator and Safeguarding Officers
- Club Constitution
- Relevant Policies
- Codes of Conduct – Volunteers to sign
- Essential Procedure – Time keeping, Accident Reporting and Emergency Procedures
- Other Information as appropriate
- Induction training and details of ongoing training as required

A review will be made after an agreed period to ensure both the Club and the Volunteer are happy with the arrangements.

### Expenses

The Club values its Volunteers and will ensure that there are no barriers to Volunteer involvement. Expenses will be reimbursed. Receipts to be handed to the Treasurer for reimbursement.

### Support

The Club Volunteer Co-ordinator and members of the Volunteering Group will offer support to the Volunteers. Briefing session will take place before and at the end of each event. Allus Netball Club Volunteer Co-ordinator will support all Volunteers and will have regular meetings with the Volunteers to discuss any problems or issues that may arise. The CVC whether paid or unpaid will receive support and regular supervision sessions from members of the Management Committee.

### Insurance

Allus Netball Club / England has a valid Insurance Policy which the Volunteer is advised to read.

### Confidentiality

The Club's process requires an explicit confidentiality policy, which includes Management Committee, Coaches, Umpires, Officials and all Volunteers are obliged to observe.



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### Safeguarding

A nominated Safeguarding Officer will work with the Volunteer on Safeguarding procedures.

### Problem Resolution

The relationship between the Club and its Volunteers is entirely voluntary and does not imply any contract. However, it is important that the Club is able to maintain its agreed standards of service to the members who belong to it, and it is also important that Volunteers should enjoy making their contribution to this service.

If the role as a Volunteer does not meet with Allus Netball Club standards, the following procedures will apply:

1. Initially a meeting with the Club Volunteer Co-ordinator who will explain concerns / issues.
2. If the concerns / issues are not resolved, then a meeting with the Chairperson of the Management Committee will be convened.
3. If the Volunteer work still does not meet with the Club's standards, then the Volunteer services will be terminated.

At all times the Volunteer will be able to state their case and will be able to have a representative with at any meetings.

If the Volunteer is dissatisfied with any aspect of their work they should:

1. Initially explain the dissatisfaction with the Club Volunteer Co-ordinator.
2. If the concerns / issues are not resolved then a meeting with the Chairperson of the Management will be convened.
3. If the concern / issues are not resolved, than a formal meeting of the Management Committee will follow.
4. If the dissatisfaction remains unresolved, and the Club is unable to resolve the grievance, the Club may find that it would be inappropriate for the person to remain as a Volunteer.

At all times the Volunteer will be able to state their case and can have a representative to accompany them to any meetings held.

Allus Netball Club Volunteer Policy is freely accessible to all.

The Policy will be reviewed on a yearly basis at the A.G.M.

Signed ..... Dated .....  
(Volunteer)

Signed ..... Dated .....  
(Club Volunteer Co-ordinator)

Signed ..... Dated .....  
(Club Chairperson)