

Sports Traider Charity

Volunteer Policy

1. The Volunteer Programme

1.1. Overall Policy on use of Volunteers

The achievement of the goals of this organisation is best served by the active participation of citizens of the community. To this end, the organisation accepts and encourages the involvement of volunteers at all levels in the organisation and within all appropriate programmes and activities. All staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the community.

1.2. Purpose of the volunteer Policy

The purpose of the policy is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. The policy is intended for internal management guidance only, and does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The organisation reserves the exclusive right to change any aspect of the policy at any time and to expect adherence to the changed policy. Alterations to or exceptions from these policies may only be granted by the Trustees, and must be obtained in advance and in writing. Matters in areas not specifically covered by the policy shall be decided by the Trustees.

1.3. Scope of the Volunteer Policy

Unless specifically stated, the policy applies to all non-elected volunteers in all programmes and projects undertaken by or on behalf of the organisation, and to all departments and sites of operation of the organisation.

1.4. Definition of 'Volunteer'

A volunteer is anyone who without compensation or expectation of compensation beyond reimbursement of expenses incurred in the course of his or her volunteer duties, performs a task at the direction of and on behalf of the organisation. A volunteer must be officially accepted and enrolled by the organisation prior to performance of the task. Unless specifically stated, volunteers should not be considered as employees of the organisation.

1.5. Special case volunteers

The organisation also accepts as volunteers those participating in student community service activities, student intern projects, alternative sentencing programmes, employee volunteering programmes, and other volunteer referral programmes. In each of these cases, however, a special agreement must be in effect with the agency, school, company, or programme from which the special case volunteers originate and must identify responsibility for management and care of the volunteers.

1.6. Employees as volunteers

The organisation accepts the services of its own staff as volunteers. This service is accepted provided that the volunteer service is provided totally without any coercive nature, involves work which is outside the scope of normal staff duties, and is provided outside usual working hours. Family members of staff are allowed to volunteer with the organisation.

1.7. Service at the discretion of the organisation

The organisation accepts the service of all volunteers with the understanding that such service is at the sole discretion of the organisation. Volunteers agree that the organisation may at any time, for whatever reason, decide to terminate the volunteer's relationship with the organisation.

A volunteer may at any time, for whatever reason, decide to sever their relationship with the organisation. Notice of such a decision should be communicated as soon as possible to the volunteers supervisor.

1.8. Volunteer rights and responsibilities

Volunteers are viewed as a valuable resource to this organisation, its staff, and its clients. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-

workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and procedures of the organisation.

1.1. Scope of volunteer involvement

Volunteers may be involved in all programmes and activities of the organisation, and serve at all levels of skill and decision – making. Volunteers should not, however, be used to displace any paid employees from their positions.

2. Volunteer management

2.1. Maintenance of records

A system of records will be maintained on each volunteer, including necessary personal information, dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to their supervisor in a timely and accurate fashion. Volunteers personnel records shall be accorded the same confidentiality as staff personnel records.

2.2. Two hat policy

Members of the organisation's Trustees are accepted as direct service volunteers with the organisation.

2.3. Conflict of interest

No person who has a conflict of interest with any activity or programme of the organisation, whether personal, philosophical, or financial shall be accepted or serve as a volunteer.

2.4. Representation of the organisation

Prior to any action or statement which might significantly effect or obligate the organisation, volunteers should seek prior consultation and approval from the Trustees. These actions may include, but are not limited to public statements to the press, lobbying efforts with other organisations, collaborations or joint initiatives, or any agreements involving contractual or other financial obligations. Volunteers are authorised to act as representatives of the organisation as specifically indicated within their job descriptions and only to the extent of such written specifications.

2.5. Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single member of staff, volunteer, client, or other person or involves the overall business of the organisation. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the organisation or other corrective action.

Volunteers shall sign a confidentiality agreement and understand the limitations of collecting and storing personal information and case studies/photographs/videos.

1.6 Supervision

Each volunteer who is accepted to a position with the organisation must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance. A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a managing member of the organisation and/or trustee.

1.7 Volunteer-staff relationships

Volunteers and staff are considered to be partners in implementing the mission and programmes of the organisation, with each having an equal but complementary role to play. It is essential for the proper operation of this relationship that each partner understand and respect the needs and abilities of the other.

1.8 Volunteer management training for members of staff

An orientation on working with volunteers will be provided to all staff. In-service training on effective

- 1.9 Timesheets
Individual volunteers may be required to submit timesheets. Each individual is responsible for the accurate completion and timely submission of timesheets.
- 1.10 Reimbursement of expenses
Volunteers are eligible for reimbursement of expenses if there is funding within the budget of Sports Traider Charity at the time of expenses being incurred. Prior approval must be sought for any expenditure from the Trustees.
- 2.11 Insurance
Liability and accident insurance is provided for all volunteers engaged in the organisation's business. Volunteers are encouraged to consult their own insurance agents regarding the extension of their personal insurance to include community volunteer work. Specific information regarding such insurance is available from the Trustees.

2 Health and safety

- 2.1 Sports Traider Charity have a robust Health and Safety policy, associated procedures and Risk Assessments which volunteers will be made aware of at induction.

2.1 Worksite

An appropriate worksite shall be established prior to the enrolment of any volunteer. This worksite shall contain necessary facilities, equipment, and space to enable the volunteer to effectively and comfortably perform their duties.

2.2 Dress code

As representatives of the organisation, volunteers, like staff, are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties and, where designated to do so should wear uniform provided by the organisation. Volunteers will receive Personal Protective Equipment relevant to their roles.

3 Volunteer recruitment and selection

3.4 Job description

Volunteers, just as paid staff, require a clear, complete, and current description of the duties and responsibilities of the job which they are expected to fill. Prior to any volunteer assignment or recruitment effort, a job description must be developed for each volunteer post. This will be given to each accepted volunteer and used in subsequent management and evaluation efforts. Job descriptions should be reviewed and updated at least every two years, or whenever the work involved in the position changes substantially.

All job descriptions shall include a description of the purpose and duties of the job, a designated supervisor and worksite, a timeframe for the performance of the job, a listing of job qualifications, and a description of job benefits. The Trustees are available to assist staff in the development of volunteer jobs and job descriptions.

3.5 Recruitment

Volunteers shall be recruited by the organisation on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers shall be recruited in accordance with the Equal Opportunities policy. The sole qualification for volunteer recruitment shall be suitability to perform a task on behalf of the organisation. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering which will later

through an interest in specific functions or through a general interest in volunteering which will later match with a specific function. No final acceptance of a volunteer shall take place without a specific written volunteer job description for that volunteer.

3.6 Recruitment of minors

Parents of Sports Traider Charity volunteers who are aged under 18 must complete Parental Consent Forms and Photograph consent forms prior to starting their roles. The consent forms are to include

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medical information and consent to enable staff / supervisors to administer first aid and pass information to medical practitioners in case of illness or accident.

3.4 Interviewing

Prior to assigning or appointing to a position, all volunteers will be interviewed to ascertain their suitability for and interest in that position. Interviews may be conducted either in person or by other means.

3.5 Placement

In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both volunteer and the supervising staff can be met.

3.6 Staff participation in interviewing and placement

Wherever possible, staff who will be working with the volunteer should participate in the design and conduct of the interview. Final assignment of a potential volunteer should not take place without the approval of appropriate staff with whom the volunteer will be working.

3.7 Acceptance and appointment

Service as a volunteer with the organisation shall begin with all necessary screening, completion of paperwork and formal induction. Volunteers shall complete shall receive a copy of their role description and Volunteer Handbook.

3.8 Probationary period

All volunteer placements shall initially be done on a trial period of 30 days. At the end of this period a second interview with the volunteer shall be conducted, at which point either the volunteer or staff may request a re-assignment of the volunteer to a different position or may determine the unsuitability of the volunteer for a position within the organisation.

3.9 Re-assignment

Volunteers who are at any time re-assigned to a new position shall be interviewed for that position and shall receive all appropriate orientation and training for that position before they begin work. In addition, any screening procedures appropriate for that specific position must be completed, even if the volunteer has already been working with the organisation.

3.10 Acceptance of volunteers to work with staff

Since individual staff are in a better position to determine the requirements of their work and their own abilities, no volunteer will be assigned to work with a member of staff without the consent of that person. Since volunteers are considered a valuable resource in performing the organisation's work, staff are encouraged to consider creative ways in which volunteers might be of service to the organisation and to consult with their supervisor if they feel in need of assistance or additional training.

5. Health screening

- 4.1 Volunteers will be asked to disclose relevant information about medical conditions and/or disabilities which they believe impacts on their ability to carry out their volunteer role. They shall sign an agreement to inform Sports Traider Charity about any changes to their health which may impact on their ability to perform their duties. Sports Traider Charity considers the safety of volunteers to be of paramount importance. Reasonable adjustments and support will be made available to volunteers, however, should a role be deemed unsafe for a volunteer they will be found an alternative or released from volunteering duties with the organisation.

6. Recruitment of volunteers with criminal convictions

- 5.1 As an organisation committed to equality and diversity, we recognise the contribution that everyone can make as volunteers and so we welcome enquiries of interest from everyone. We recognise too that some potential volunteers may have criminal records and are reluctant to apply for voluntary work where this would involve the disclosure of their record. We understand that people are often ashamed and embarrassed about their convictions and/or fear they will not be treated fairly because of them.
- 5.2 We work on the assumption that people apply for voluntary work in order to make a positive contribution and have no ulterior motive in seeking such work. With this in mind, we will, where possible, provide opportunities for people, and do so in ways that will not put staff, volunteers or members of the public at risk.
- 5.3 Due to the fact that many of our volunteers are vulnerable adults, we will require all volunteers to undertake a Standard DBS check or an Enhanced check if it is deemed necessary for their role. Individuals will be asked to present their DBS papers to the Safeguarding Officer so that a decision can be made about their suitability for the role.
- 5.4 If we decide that volunteering within our organisation is not right for the individual, they will be sign posted to an agency that can help identify other potential volunteer opportunities.
- 5.5 Volunteers who do not agree to the background check may be refused the assignment.

7. Professional Services

- 6.1 Volunteers shall not perform professional services for which certification or a licence is required unless currently certified or licensed to do so. A copy of such certificate or licence should be maintained by the Secretary to the Trustees.

8. Length of Service

- 7.1 Volunteer positions shall either have a fixed term or be indefinite. Volunteers are neither expected nor required to continue their involvement with the organisation at the end of their set term, although in most cases they are welcome to do so. They may instead seek a different volunteer assignment within the organisation or with another organisation, or may retire from volunteer service.

9. Volunteer Training Development

- 8.1 All volunteers will receive a general orientation on the nature and purpose of the organisation, an orientation on the nature and operation of the programme or activity for which they are recruited, and a specific orientation on the purposes and requirements of the position which they are accepting.

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8.2 Induction

All volunteers will complete an induction, which will include familiarisation with responsibilities with regards to Health and Safety, Equal Opportunities, Data Protection and Confidentiality & Safeguarding Children and Vulnerable Adults.

8.3 On-the-job training

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

8.4 Staff involvement in orientation and training

Staff members with responsibility for delivery of services should have an active role in the design and delivery of both orientation and training of volunteers. Staff who will be in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training to those volunteers assigned to them.

8.5 Volunteer involvement in orientation and training

Experienced volunteers should be included in the design and delivery of volunteer orientation and training.

8.6 Personal development

Just as with staff, volunteers should be given opportunity to improve their skills and educational achievements during their terms of service. Additional training will be sought by the Administrator and provided free of charge to volunteers wherever possible.

8.7 Conference attendance

Volunteers are authorised to attend conferences and meetings which are relevant to their volunteer assignments, including those run by the organisation and those run by other organisations. Prior approval from the volunteer's supervisor should be obtained before attending any conference or meeting if attendance will interfere with the volunteer's work schedule or if reimbursement of expenses is sought.

10. Lines of communication

- 9.1 Volunteers are entitled to all necessary information pertinent to the performance of their role. Accordingly, volunteers should have access to all appropriate information, memos, materials and meetings relevant to their assignments.

- 9.2 Lines of communication should operate in both directions, and should exist both formally and informally. Volunteers should be consulted regarding all decisions which would substantially affect the

informally. Volunteers should be consulted regarding all decisions which would substantially affect the performance of their duties.

11. Absenteeism

10.1 Expectations of volunteer

Volunteers are expected to perform their duties on a regular scheduled and punctual basis. When expecting to be absent from a scheduled duty, volunteers should inform their supervisor as far as in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or terms of service.

10.2 Substitution

Volunteers may be encouraged to find a substitute for any future absences which could be filled by another volunteer . Such substitution should only be taken following consultation with a supervisor, and care should be taken to find a substitute who is qualified for the position. Substitutes may only be recruited from those who are currently enrolled as volunteers with the organisation.

12. Supervisions

11.1 Periodic evaluation

Volunteers shall receive periodic supervision to review their work. The evaluation session will review

the performance of the volunteer, suggest any changes in work style, seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the organisation, convey appreciation to the volunteer and ascertain the continued interest of the volunteer in serving in that position. Evaluations should include both an examination of the volunteer's performance of his or her responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected.

