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# Mashamshire Tennis Club

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## VOLUNTEER POLICY

### Introduction

This policy sets out the broad principles for voluntary involvement in Mashamshire Tennis Club (hereafter referred to as MTC). It is of relevance to all within the organisation, including volunteers, club members, and those elected or appointed to positions of responsibility.

### Commitment

MTC recognises the right that people have to participate in the life of their communities through volunteering. It also acknowledges that volunteers contribute in many ways, that their contribution is unique and that volunteering can benefit club members, local communities and the volunteers themselves. MTC values the contribution made by volunteers and is committed to involving volunteers in appropriate positions and in ways which are encouraging, supportive and which develop volunteering.

MTC recognises its responsibility to arrange its volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

### Definition

Volunteering is an important expression of citizenship as well as an important component of democracy. Volunteers are people who, unpaid and of their own free will, contribute their time, energy and skills to benefit the community.

### Statement of values and principles

Volunteering is a legitimate and crucial activity that is supported and encouraged by MTC. The role of volunteers is crucial to the management and wellbeing of the MTC.

The volunteer role is a gift relationship, binding only in honour, trust and mutual understanding. No enforceable obligation, contractual or otherwise, can be imposed on volunteers to attend, give or be set a minimum amount of time to carry out the tasks involved in their voluntary activity. Likewise the MTC cannot be compelled to provide either regular work or payment or other benefit for any activity undertaken by the volunteer.

Although volunteers offer time freely and willingly without binding obligation, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what the MTC expects of volunteers and what volunteers expect of the MTC.

### Volunteer Co-ordination

All volunteers can seek guidance and advice to help the volunteer carry out tasks effectively from the Club Chairman, or from other members of the Club Committee.

## **Recruitment & Selection**

MTC is committed to equal opportunities and believes that volunteering should be open to all regardless of race, gender, religion, sexual orientation, political beliefs or offending background that does not create a risk to vulnerable groups including children. The acceptance of volunteer assistance for a particular role is made on merit, the sole selection criterion being the individual's suitability to carry out agreed tasks. Information about the volunteer not relevant to the performance of the volunteering tasks concerned will be disregarded by the organisation in terms of recruitment and selection.

Volunteering opportunities will be widely promoted in ways that makes them accessible to all members of the MTC.

Volunteers who are considered unsuitable for a particular task will be offered alternative voluntary involvement with the MTC.

If the volunteer will be working with vulnerable groups (children and/or adults) there may be other safer recruitment procedures carried out including asking a volunteer to undergo an enhanced Disclosure and Barring Services (DBS) check. More detailed information will be made available specific to legislative requirements and to the particular volunteer position.

New volunteers will be properly inducted into the MTC.

Volunteers will be properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform with confidence.

## **Training & Development**

All volunteers will be made aware of and have access to all the MTC's relevant policies, including those relating to volunteering, health & safety, safeguarding vulnerable groups and equal opportunities.

The development of training and support for volunteers is a high priority for the MTC in order to equip them with the necessary information and skills to carry out their tasks. It will be the responsibility of the designated person referred to above to see that this training is provided. It is the responsibility of the volunteer to attend relevant training.

Training in the management of volunteers will be provided for those staff with direct responsibility for same.

## **Support, Supervision and Recognition**

Volunteers should address any volunteering concerns and seek guidance and support either from the Chairman, or from another member of the Club Committee.

Volunteers will have access to regular support and supervision. This will enable both the volunteer and the supervisor to identify, monitor and evaluate the volunteer's involvement, recognise achievements and identify individual training needs, including that relevant to their particular volunteering role and to their wider personal development. The frequency, duration and format of these sessions will be negotiated between the volunteer and the designated officer referred to above.

Volunteers will be given the opportunity, where relevant, to share their views and opinions with the Club's Committee, at Committee meetings.

Where appropriate, recognition of the contribution of the organisation's volunteers will be made by way of a mention in the minutes of Committee meetings, articles in newspapers and newsletters or thank you letters etc.

## **Expenses**

The MTC's volunteers are able to claim reasonable out of pocket expenses, subject to the production of receipts as evidence of the expenditure. What can be reclaimed from the organisation and the calculation of expenses will be explained to the volunteer before they start any activity likely to give rise to expenses.

It is the responsibility of the designated person referred to above to make volunteers aware of the procedure for the reimbursement of expenses.

## **Insurance**

The MTC's liability insurance policies (from the LTA) include the activities of volunteers and liability towards them.

The MTC does not insure the volunteer's personal possessions against loss or damage

## **Confidentiality**

The MTC will advise the volunteer on its confidentiality policy and procedures, where relevant. This would include those relating to personal information held by the MTC relating to the volunteer.

## **Settling Differences**

The MTC aims to treat all volunteers fairly, objectively and consistently. The MTC seeks to ensure that volunteers' views are heard, noted and acted upon promptly and aim for a positive and amicable solution based on the MTC's guidelines for settling differences.

The designated officer referred to above is responsible for handling problems regarding volunteer complaints or conduct and these should be referred to him/her. In the event of a problem, all relevant facts should be obtained as quickly as possible. Support will be provided by the MTC to the volunteer while it endeavours to resolve the problem in an informal manner. If an informal resolution proves impossible, the MTC's wider disciplinary, grievance or complaints policies and procedures will be referred to.

## **Rights and Responsibilities**

The MTC recognises the rights of volunteers to:

- know what is (and what is not) expected of them
- have adequate support in their volunteering
- receive appreciation
- have safe working conditions
- be insured
- know their rights and responsibilities if something goes wrong
- receive relevant out-of-pocket expenses
- receive appropriate training
- be free from discrimination
- be offered the opportunity for personal development

The MTC expects volunteers to:

- be reliable
- be honest
- respect confidentiality
- make the most of training and support opportunities
- carry out tasks in a way that reflects the aims and values of the organisation
- work within agreed guidelines
- respect the work of the organisation and not bring it into disrepute
- comply with MTC policies

### **Alterations and Amendments to this Policy**

This policy will be reviewed as required or on a biannual basis at the AGM and amended where appropriate.

***A successful Volunteer Policy requires the genuine commitment of all persons associated to Mashamshire Tennis Club.***

Chairman's Signature: ..... Date: .....

Chairman's name: .....

Next review due: .....