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# BurtonTennis and Squash Club

# Volunteer Policy

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### Volunteer Policy Recruitment

BTSC uses appropriate means to advertise for volunteers within the Club and locally, taking into account the principles of its Equality opportunities and Diversity Policy, Safeguarding Policy, Code of Conduct for Volunteers and Employed Staff and other Codes of Conduct.

Potential volunteers will meet with a member of the Committee and discuss their suitability for the role. If the volunteer is deemed suitable, they will be required to complete a Volunteer Self-Declaration Form. The Welfare Officer will decide whether a DBS certificate will be required for volunteers depending on the nature of their role and may also decide that references may also be sought. Volunteers to who stand on the Committee should stand for re-election by Club members at the Annual General Meeting.

**Induction and training**

Induction will be provided by a member of the Committee, coach or employee of the Club as appropriate to the volunteering role. This will include:

An explanation of the role of the volunteer;

* The names of Club Committee members, volunteers, coaches and employees;
* Copies of all relevant policies and Codes of Conduct;
* Training and details of future training opportunities; and
* Other information as appropriate to the volunteering role.

**Support**

As appropriate to the volunteering role, a member of the Committee, coaches, employees or other volunteers, will provide regular support and supervision to new volunteers.

**Insurance**

The Club has valid public liability insurance policy which is displayed in the Clubhouse and all volunteers should read this accordingly.

**Resolving problems**

The relationship between the Club and its volunteers does not imply any contract. However, it is important that the Clubis able to maintain its agreed standards of service to members and it is equally important that volunteers should enjoy making their contribution to the Club.

If the work of any volunteer does not meet with the Club’s expectations, the following steps will be taken:

* An initial meeting with a relevant member of the Committee who will explain the Club’s concerns and confirm then in writing.
* The volunteer will then be given an appropriate amount of time to resolve the concerns.
* A meeting will be convened at the end of the review period and if the volunteer’s work still does not meet with the Club’s expectations after this a meeting with the Chair of the Committee or their designated representative will be convened at which the Club’s concerns will be explained. This will be confirmed in writing.
* The volunteer will then be given an appropriate amount of time to resolve the concerns.
* A meeting will be convened at the end of the review period and if the volunteer’s work still does not meet with the Club’s expectations after this, it will terminate the volunteering arrangement. This will be confirmed in writing.

**Raising Concerns**

If a volunteer has any concerns with any aspect of their role they should:

* Explain their concerns to the relevant member of the Club Committee, coach or employee who will take the appropriate steps to resolve the concerns. The concerns and the outcome should be confirmed in writing by both parties.
* If it is not appropriate for the relevant member of the Club Committee, coach or employee to take the appropriate steps to resolve the concerns or the stage above does not resolve the concerns, then the matter will be referred to a sub-committee of the Committee for their consideration. The concerns and the outcome should be confirmed in writing by both parties.
* The decision of the sub-Committee will be final.

At all of the stages outlined above, the volunteer will be free to state their concerns and to be accompanied by a friend or companion at all meetings.

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**Valuing Volunteers**

At its discretion, the Committee may decide to show its appreciation of the service of volunteers who serve on the Committee, by granting them complimentary membership or membership at a reduced rate. This may also apply to other volunteers who, for example, undertake bar or opening up or closing up duties, but again at the discretion of the Committee.

**Appendix A: Volunteer Declaration Form**

**NB. All fields must be completed by the applicant to submit this form.**

This form should be completed by the prospective volunteer under the supervision of the relevant member of the Club Committee, coach or employee of the Club as appropriate to the volunteering role.

The relevant member of the Club Committee, coach or employee of the Club as appropriate to the volunteering role should then forward the form to the Club Welfare Officer who will review the application who may:

1. Confirm the appointment;
2. Request further information be provided by the applicant or sought by the Club; or
3. Decline the appointment;

A combination of some/all of 1-3 above may also apply at the discretion of the Club Welfare Officer.

Full name

\*

Home address

\*

Telephone number

\*

Email address (e.g. someone@example.com)

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British Tennis Membership (BTM) number (if applicable)



What is your voluntary role?

\*

What tennis venue are you volunteering at?

\*

Do you hold any other roles in tennis? If yes, please give details

\*

Do you receive payment (except for travel and other out-of-pocket expenses) for any of these roles?

\*

Which training do you want to attend?

\*

What date is the training you want to attend? (DD/MM/YYYY)

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Where is the training being held?

\*

Name of a Manager or Chairperson at your tennis venue?

\*

What is their email address? (e.g. someone@example.com)

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What is their telephone number?

\*

I confirm that I have read and understood the definition of a volunteer and that the contents of this form are accurate and true.

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