

# HESWALL LAWN TENNIS CLUB

## VOLUNTEER POLICY

### Recruitment

*Heswall Lawn Tennis Club* uses appropriate means to advertise for volunteers within the club and locally, taking into account the principles of its equal opportunities and diversity policy.

Potential volunteers will meet with a member of the committee and complete a **volunteer recruitment checklist** to assess their suitability for the role. If the volunteer is deemed suitable, he/she will be required to complete a **volunteer agreement form** and the Tennis Clubmark **self-declaration form for coaches and volunteers**. A criminal records check with the Criminal Records Bureau will be made (if relevant) for every volunteer and references will be taken up.

### Induction and training

An induction will be prepared and delivered by a member of the committee. This will include:

- The role of the volunteer
- A list of all staff members and volunteers
- A list of Committee members and sub-committees
- Copies of all the relevant policies
- Induction training and details of ongoing training
- Information about the relevant code(s) of practice
- Other information as appropriate.

### Support

The *Volunteer Co-ordinator, Club Coach, Junior Secretary* and other volunteers will offer support to the volunteers. The *Volunteer Coordinator* (whether paid or unpaid) will receive support and regular supervision sessions from the President of the Committee (or from another named committee member).

### Insurance

The organisation has a valid insurance policy which you are advised to read.

### Resolving problems

The relationship between *Heswall Lawn Tennis Club* and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that *Heswall Lawn Tennis Club* is 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 your work as a volunteer does not meet with the organisation's standards, these steps will be taken:

1. An initial meeting with the *Volunteer Co-ordinator* will explain the club's concerns.
2. If this does not resolve the concern, then a meeting with the president of the committee will be convened.
3. If your work still does not meet with our standards, then we shall have to stop using your services.

If you are dissatisfied with any aspect of your work you should:

1. Give an initial explanation of your dissatisfaction to the *Volunteer Co-ordinator*
2. If that does not resolve the concern, then a meeting should be convened with the *Junior Secretary (in matters related to the junior section)*
3. If that does not resolve the issue, then a formal meeting with the President of the Committee should follow.
4. If, after this, we are still unable to resolve your grievance, then it would be inappropriate for you to continue as a volunteer.

At all times, you will be free to state your case and a friend can accompany you.

This volunteer policy is freely accessible to all and will be reviewed on a yearly basis.

#### **Valuing volunteers**

*HESWALL LAWN TENNIS CLUB* shows its appreciation of the work done by volunteers, by verbal votes of thanks, acknowledgements in Club Newsletters, invitations to attend social functions organised as a 'thank you' and funding attendance at appropriate courses.