**Wyre Netball Club Volunteer Policy**

All Volunteers are expected to have read, agreed to and sign the Club Volunteer Policy.

**Recruitment**
We will use appropriate means to advertise for volunteers locally. The applicant may have to complete an application form, but help can be given with this if necessary.

A criminal records check with the Criminal Records Bureau will be made (if relevant) for every volunteer the cost of this will be met by the club.
Training
During your first month with the club – we will explain/ give you copies of:
• Your role and responsibilities as the volunteer
• A list of all other club volunteers
• A list of Management Committee members including our Volunteer co-ordinator & Child protection officer.
• Copies of all the relevant policies including this Volunteer policy.
• A copy of the clubs constitution
• Essential procedures i.e. timekeeping, accident reporting and emergency procedures.
• Induction training and details of ongoing training as required
• Information about the relevant Code of conducts – of which you may be asked to sign.
• Other information as appropriate.
A review will be made after an agreed period to ensure both the club and the volunteer are both happy with the arrangements.

**Expenses**
We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses will be reimbursed, including expenses for travel, unless you are taking your own child with you and they are participating in the event – in which case – you will not be asked to pay the appropriate subs for that event. In order to claim expenses, an expenses form must be completed and given to the treasurer along with any receipts.

 **Support**
The (appropriate person) and other volunteers will offer support to the volunteers. There will be a briefing session at the beginning and a de-briefing at the end of each event.
The (appropriate person) will support all volunteers and will have regular meetings with the volunteers to discuss any problems or issues that may arise.
The (appropriate person) (whether paid or un-paid) will receive support and regular supervision sessions from the Chair of the Management Committee (or from another named committee member)

**Insurance**
For individuals who volunteer at the club who are not already affiliate to England Netball, the Club will seek to obtain separate Public Liability and Personal Accident Insurance, for Volunteers of England Netball member Clubs/Leagues (who do not participate in netball activities i.e. administration).
By taking out this separate insurance cover with England Netball the club agrees to keep a register of all participants at matches, training sessions, etc. for a period of at least three years. This register will be available for England Netball to view at any time or when a claim is submitted.
The Volunteer insurance application form is available to individuals on request, or can be downloaded from the Members Login Area on our website (individuals' log in).

**Confidentiality**
This organisation’s process requires an explicit confidentiality policy, which includes Management Committee, Coaches, umpires, officials and all volunteers, are obliged to observe.

**Resolving Problems**
The relationship between the club and its volunteer workers 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 your role as a volunteer does not meet with the organisation’s standards, here is how it will be dealt with:
1. Initially with a meeting with the (appropriate person) who will explain the concerns.
2. If this does not resolve the concern, then a meeting with the chair of the management committee will be convened.
3. If your work still does not meet with our standards, then we shall have to stop using your services.
At all times you will be able to freely state your case and can have a friend to accompany you.
If you are dissatisfied with any aspect of your work you should:
1. Initially explain your dissatisfaction with the (appropriate person)
2. If that does not resolve the concern, then a meeting with the (appropriate person) should be convened
3. If that does not resolve the issue, then a formal meeting with the Chair of the Management Committee should follow.
4. If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it would be inappropriate for you to continue to be a volunteer.
At all times you will be freely able to state your case and can have a friend to accompany you.
This Volunteer policy is freely accessible to all. It will be reviewed on a yearly basis at the AGM to adapt or improve it.

Signed- Abby Chamberlain

Position- Chairperson

Date- August 2020

Signed- Michelle Harrison

Position- Treasurer

Date- August 2020