



VOLUNTEER POLICY AND PROCESS

Introduction

Actonians Cricket Club exists to promote cricket throughout its local community. The Club recognises that to achieve its aims it needs to involve volunteers. By involving volunteers it will support the club by:

- Increasing the knowledge base of the club
- Ensuring that the club serves its members in the most cost effective way
- Bringing a diversity of skills and experience
- Sharing the workload of existing volunteers

This Volunteer Policy is underpinned by the following principles. The Club:

- Will ensure that volunteers are properly welcomed and integrated into the club
- Does not aim to introduce volunteers to replace paid staff
- Expects that any paid staff work positively with volunteers and, where appropriate, will actively seek to involve them in their work
- Recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively
- Will treat volunteers fairly and be supportive should any difficulties arise.

Recruitment and Selection

Identifying a volunteers role

The Club will ensure that wherever possible, volunteers' roles are clearly defined.

The Club will ensure that role descriptions are available to all new volunteers and will include:

- the main duties of the role
- an estimation of the time commitment that is required
- any skills, knowledge or experience that is required for the role.



Actonians Cricket Club will work with existing volunteers to create role descriptions so that their work can be properly recognised and supported and to assist with the handover of the role when it is required.

All volunteer role descriptions will be held on the club's websites and will be accessible to all members of the club.

Actonians Cricket Club will promote volunteer opportunities in the following ways:

- Directly asking all members and their families
- On the club's website and notice board
- In the club's newsletter
- On the National Volunteer Database www.do-it.org
- Through Middlesex Cricket and the London Borough of Ealing and its networks.

All volunteer enquiries will be dealt with by the Volunteer Coordinator or person who will be responsible for the role, as soon as possible and not more than seven days after the enquiry. Potential volunteers will be given the opportunity to find out more about the club and the role and will have any policies around selection and screening explained to them.

Selection and Screening

Actonians Cricket Club will endeavour to ensure that a volunteer is suitable for a role before they take the role on. Where there is a choice of volunteers for a role, the Club will select the candidate based on merit. This might be their experience, knowledge or previous commitment to the club.

Where the Club identifies that a potential volunteer is unsuitable for a role, the volunteer will be informed and where appropriate offered a more suitable opportunity within the club or referred to their local volunteer centre.

Volunteers will be selected and screened for suitability through one or more of the following methods, dependent on the role:

- DBS disclosure, Self-Declaration and ISA Vetting and Barring Scheme as set out in Actonians Cricket Club Safeguarding and Protecting Children Policy.
- Informal interview / two way
- Formal interview
- Application form
- Trial period
- References



Volunteer Agreements and Code of Conduct

Where volunteers are taking a role with a level of responsibility or where it is expected to last for a period of time, they will be issued with a volunteer agreement setting out the support that will be provided by Actonians Cricket Club and the expectations of the volunteer.

Volunteers will also be expected to adhere to the Volunteer Code of Conduct, a breach of which may lead to the club implementing grievance and disciplinary procedures or ceasing the volunteer's involvement with the club.

Volunteer agreements are not intended to be a legally binding contract between Actonians Cricket Club and the volunteer and may be cancelled at any time at the discretion of either party.

Expenses

Actonians Cricket Club recognises that volunteers give their time and experience and so should not also be left out of pocket through their voluntary activities.

The Club will pay reasonable expenses incurred by volunteers in their service to Actonians Cricket Club.

This can include:

- Travel to and from the place of volunteering
- Travel whilst volunteering
- Meals taken whilst volunteering
- Care of dependants, including children, during volunteering
- Postage, phone calls, stationery etc
- Cost of protective clothing/special equipment etc.

Induction and training

The Club will ensure that all volunteers are welcomed into the club and issued with the following information:

- Committee structure
- Useful contacts
- Safeguarding and Protecting Children Policy
- Health and Safety Policy / Emergency procedures
- Expenses claim procedure
- Volunteer Agreement
- Volunteer Code of Conduct
- Any other information relevant to the role

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Actonians Cricket Club recognises the importance of developing its volunteers and will support volunteers with their training needs.

Support may be in the form of:

- Promotion of training opportunities
- Part or full subsidy of training costs
- Mentoring
- On the job training
- Support with applications for training bursaries/scholarships

Supervision and Support

The Club will ensure that all volunteers have a point of contact who will provide a supervisory role, ensuring volunteers have the opportunity to share ideas and concerns, seek support and discuss any development needs.

Involving young volunteers

The Club will involve young volunteers where ever possible and ensure they receive recognition for their contribution.

The Club will ensure that young volunteers are properly supervised and supported to ensure their volunteering is balanced with their school and lifestyle commitments.

Insurance

All volunteers are covered by The Club insurance policy whilst they are on the premises or engaged in any work on The Club behalf.

Health and Safety

Volunteers are covered by The Club Health and Safety Policy, a copy of which will be made available to all volunteers.

Equal Opportunities

The Club is fully committed to the principles of equality of opportunity and is responsible for ensuring that no applicant, employee, volunteer or member receives less favourable treatment on the grounds of age, ability, gender, race, colour, ethnicity, sexual orientation, religious beliefs or socioeconomic status.



Problem Solving

The Club aims to identify and solve problems at the earliest possible stage. If a volunteer has any problems or concerns then they should raise them with their main point of contact/volunteer coordinator or if more appropriate with the club chairman. If a complaint or concern is raised about a volunteer, The Club will follow its grievance and disciplinary procedure which is available at the club.

The main principles of the grievance and disciplinary procedure are:

- The Club will attempt to solve any problems before any formal complaint is made by discussing the issue with the relevant parties
- Volunteers will have the procedure explained to them and will be supported at all stages
- Volunteers have a right to reply to any complaint and to appeal any disciplinary action that is taken
- Any grievance will be kept confidential other than to those directly involved in the disciplinary procedure
- The outcome of any grievance or disciplinary procedure will be recorded and copies provided to relevant parties.

Confidentiality

During the course of their voluntary activity, volunteers may have access to confidential information. Volunteers are expected to use their discretion and maintain confidentiality in line with relevant policies such as the Data Protection Act 1998 and the Club Safeguarding and Protecting Children Policy.