

ROCHDALE AFC Volunteer Policy Overview

Rochdale AFC at the heart of the community with the community at its heart

Rochdale AFC Volunteer Policy

Aims and Principles

Rochdale AFC recognises that football clubs have been built on strong foundations of passionate volunteers who have added incredible value to their clubs over the years. As an organisation we want to continue to involve volunteers and recognise the valuable contribution they bring.

We see that volunteers can

- bring a fresh or broader point of view
- become organizational/mission advocates
- be pioneers
- build community spirit and support
- increase diversity
- bring unique/local knowledge and skills

Statement of Intent

We commit to

- ensuring that volunteers have clear information about the organisation and their role within it
- providing a safe working environment
- Ensuring volunteers are supported and encouraged
- Communicate with existing staff about what volunteers are doing
- Ensure that existing staff have a good understanding of volunteering

- Provide rewarding opportunities (gaining new skills, meeting people, getting work experience)

Recruitment and Selection

Selecting volunteers is about finding a good match between the volunteer and the opportunity that is on offer.

An application form should be filled in for each and every post with two references focusing upon the suitability and reliability of the candidate. Each referee should be given relevant information about the role.

Interviews should be informal and take the form of a face to face conversation, giving the volunteer ample opportunity to find out more about the role and the organisation.

The club's equal opportunities and diversity policies must be adhered to in regard to the recruitment of volunteers.

Criminal Records Bureau checks should be followed through for roles that involve regular contact with children and vulnerable adults.

Induction and Training

It is vital that volunteers receive a full, planned induction when they first start volunteering within the organisation. This process should make them feel welcome and provide them with practical information that they need in order to successfully carry out their role.

Ensure that each volunteer is:

- Introduced to other staff and volunteers
- Know their way around the building or the place they are working
- Provided with a named person for questions/problems they may have

- Understand the structure of their working time
- Know the system for claiming relevant expenses
- Have access to all the relevant policies and procedures of the organisation.

Support and Supervision

The support and supervision that a volunteer receives must be appropriate both to the role they carry out and their individual needs. Each volunteer should have a main point of contact and supervision should take place on a regular basis. Any additional training needs should be identified and addressed within this process.

Exit interviews should be conducted in order to assess why the volunteer has left, to continue developing our volunteering programme and to demonstrate other positive outcome.

Recognition and Rewards

Awards need to be as appropriate to each department with volunteers that may include:

- Thank you cards
- Certificates (completing a number of volunteering hours)
- Nominating for public awards
- Tickets / Access to further training

Policies

Policies to be included in the Volunteers Handbook

Health & Safety

Equal Opportunities and diversity

Confidentiality

Insurance

Social Networking

Anti-Bribery

Alcohol & Drug Abuse

Safeguarding policy

Resolving Problems

Problems should be raised at an early stage with the named contact person for each volunteer. (If the problem involves the named person it should be referred to the HR / Pastoral Support Officer). The process for reaching agreement should remain informal. If issues remain unresolved further advice should be sought from HR. It is vital that it is recognised that this is not a contractual arrangement and therefore should not form a formal part of the discipline or grievance process.

Volunteers Register

All volunteers shall be added to a central database with basic contact and emergency contact details.

Review of policy to be carried every two years