



Volunteer Recruitment and Retention Policy

Wiveliscombe Tennis Club uses appropriate means to advertise for volunteers, taking into account the principles of its equal opportunities and diversity policy.

The following areas are taken into consideration when recruiting a volunteer:

- Does the volunteer hold relevant and current qualifications for the role (if necessary)?
- Do they have the skills necessary to undertake the role?
- Do they have experience of working with the age group/level of player?
- Where was the previous experience gained?
- Does the volunteer agree to undertake any required training courses?
- Do they hold adequate insurance cover (if necessary)?

Potential volunteers will meet with the volunteer co-ordinator and/or a member of the committee to assess their suitability for the role. A full job specification is available for each volunteer role, complete with responsibilities and time commitment. A criminal records check with the Criminal Records Bureau will be made (if the role involves working with children in any capacity) and references will be taken up.

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

- A job description of the role, complete with responsibilities and time commitments
- A list of all other committee members, with role and responsibilities
- A copy of the following policies:
 - Child protection
 - Code of practice for working with children
 - Equality and diversity
 - Volunteer recruitment and retention
 - Health and safety
 - Complaints and feedback
- Any other relevant documentation for the specific role

The (*appropriate person*) (whether paid or unpaid) will receive support and regular supervision sessions from the chairperson of the committee (or from another named committee member).

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

Resolving problems

The relationship between **Wiveliscombe Tennis Club** and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that **Wiveliscombe 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.

If your work as a volunteer does not meet with the organisation's standards, these steps will be taken:

An initial meeting with the (*appropriate person*) will explain the concerns. If this does not resolve the concern, then a meeting with the chair of the management committee will be convened. If your work still does not meet with the standards, then the management committee shall have to stop using your services.

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

Give an initial explanation of your dissatisfaction to the (*appropriate person*). If that does not resolve the concern, then a meeting should be convened with the (*appropriate person*). If that does not resolve the issue, then a formal meeting with the chairperson of the committee should follow. 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.

Example of generic volunteer roles and responsibilities

Role	Key Responsibilities
Chairperson	Well informed about the activities of the place to play, along with the financial position Able to keep the meeting to the agenda and make sure that all issues are covered Unbiased and impartial
Secretary	Be the first point of contact for all enquiries Organising and attending all committee meetings Ensure all delegated tasks are actioned
Treasurer	Keeps up to date records of all the financial transactions Reports regularly to the committee on the financial status Prepares year end statements of accounts to be presented to the auditor
Head Coach	Experience of setting up and delivering quality, comprehensive tennis programmes, which include competitive and coaching progressions for all ages and abilities Excellent communication and people skills Excellent organisational skills
Communications Co-ordinator	To raise the profile of the place to play locally (in the community) and in the county Make sure the website and information on the website is kept up to date Regularly attend and have a good understanding of all aspects of the programme and activities
Competition Co-ordinator	Work with the fixtures secretary and committee to schedule the club competition calendar Develop competition opportunities for all at the club Seasonally monitor and evaluate competition opportunities and report back to the committee or management team
Volunteer Co-ordinator	Confident and effective communicator Recruit, recognise, reward and retain volunteers Ensure that each volunteer understands their job and their role within the organisation
Junior Team Manager	Ensure the club is represented appropriately in available team competitions at a junior and adult level Be a point of contact for all junior team activity at the club Work with the club coach to select parent captains for each age group
Social Co-ordinator	Sociable! Motivated with an ability to motivate other key volunteers Bring all members together to develop and enhance relationships
Child Protection Officer	To act as a point of contact for any child protection concerns Confidentiality procedures/principles To record child protection cases in an effective and reliable way