

Avondale Lawn Tennis Club

Section 1 – Club management

1.2– Volunteer Recruitment and Retention Policy

Avondale Lawn Tennis Club (“the Club”) values the contribution made by those who volunteer, to undertake roles within the club, whether or not the volunteer is a member.

Recruitment

The 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?
- Where was their previous experience gained?
- Does the volunteer agree to undertake any required training courses?
- Do they hold adequate insurance cover (if necessary)?
- If relevant, do they have experience of working with the age group/level of player?

Potential volunteers will meet with a member of General 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 DBS will be made if the role involves working with children in any capacity, and references may be taken up.

An induction will be prepared and delivered by the outgoing volunteer or a member of General Committee. This will include:

- A job description of the role, complete with responsibilities and time commitments
- A list of all other General Committee members, with role and responsibilities
- A copy of the following policies:
 - Rules and By-laws
 - Equality and Diversity
 - Volunteer Recruitment and Retention
 - Health and Safety
 - Complaints
 - Feedback
 - Child Protection (if applicable)
 - Code of practice for working with Young People (if applicable)
 - Photography and Filming of Children (if applicable)
- Any other relevant documentation for the specific role

The person (whether paid or unpaid) will receive support and regular supervision sessions from the chairperson of the General Committee (or from another nominated management committee member).

The Club has a valid insurance policy which volunteers are advised to read.

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Retention

The relationship between The Club and its volunteers is entirely voluntary and does not imply any contract. However, it is important that the Club 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 Club's standards, these steps will be taken:

An initial meeting with the appropriate committee member will explain the concerns. If this does not resolve the concern, then a meeting with the chair of the General Committee will be convened. If your activity still does not meet with the required standards, then the General Committee may decide to stop using your services.

However, if you are dissatisfied with any aspect of your voluntary role you should:

Give an initial explanation of your dissatisfaction to the appropriate committee member. If that does not resolve the issue, then a formal meeting with the chairperson of the General 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.