



# 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 will be provided for each volunteer or 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:
  - o Rules and By-laws
  - o Equality and Diversity
  - o Volunteer Recruitment and Retention
  - o Health and Safety
  - o Complaints
  - o Feedback
  - o Child Protection (if applicable)
  - o Code of practice for working with Young People (if applicable)
  - o Photography and Filming of Children (if applicable)
- Any other relevant documentation for the specific role.



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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.

## **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 a volunteer does not meet with the Club's standards, these steps will be taken:

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

If the volunteer is dissatisfied with any aspect of their voluntary role they should:

Give an initial explanation of the reasons for their 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, the Club is still unable to resolve the grievance, then it would be inappropriate for the volunteer to continue as a volunteer.

At all times, the volunteer will be free to state their case and a friend can accompany the volunteer to all meetings.

The Committee  
July 2024