



## Volunteers/Committee Members – Safe Recruitment and Retention Policy

LOWESTOFT TOWN TENNIS CLUB uses appropriate means to advertise for/recruit volunteers, taking into account the principles of its equality 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 a member of the management committee to assess their suitability for the role. A full job specification is available for key volunteer roles, 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, as appropriate.

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

- A job description of the role, complete with responsibilities and time commitments
- A list of all other management committee members, with role and responsibilities
- A website link to Club policies and procedures and in particular the following policies:
  - Safeguarding, including Code of Practice for Working with Children and Vulnerable Adults
  - Code of Conduct for Juniors
  - Code of Conduct for Adults/Parents/Carers
  - Equality and diversity
  - Whistleblowing
  - Privacy
  - Volunteers/Committee Members safe recruitment and retention
  - Feedback
- Any other relevant documentation for the specific role, including health and safety.

The VOLUNTEER/COMMITTEE MEMBER (whether paid or unpaid) will receive support and regular supervision sessions from the chairperson of the management committee (or from another named management committee member). The organisation has a valid insurance policy which you are advised to read.

Resolving problems:

The relationship between LOWESTOFT TOWN TENNIS CLUB and its volunteer roles/workers is entirely voluntary and does not imply any contract. However, it is important that LOWESTOFT TOWN 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 CHAIRPERSON of the management committee will explain the concerns. If over

a specified period of time, to be agreed by both parties, this does not resolve the concern, then a further meeting with the CHAIRPERSON 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 role/work you should:

Give an initial explanation of your dissatisfaction to the SECRETARY. If that does not resolve the concern, then a formal meeting should be convened with the CHAIRPERSON of the management committee. 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.