

C&C AC Volunteer Policy

Recruitment

External recruitment

Recruitment of volunteers from outside the club is the responsibility of the club's Chair, or a member with delegated responsibility from the Chair. The Chair will work with the Cambridge and District Volunteer Centre, the Cambridge Council for Voluntary Service and the volunteer co-ordinators in the local universities and other similar bodies, to act as a focal point for volunteer recruitment to the club.

The club will also use appropriate means to advertise for volunteers locally, if that is seen as necessary, and will take into account the principles of the club's Equal Opportunities Policy.

Once recruited and given an initial interview, where appropriate, and induction the volunteer will be introduced to the appropriate portfolio holder who will then take responsibility for supporting the volunteer.

Recruitment within the club

Club officials and committee members will encourage volunteers to come forward from within the club and particular responsibility for their areas rests with portfolio holders for coaching, track and field (including team managers, except for young athletes, and officials) and young athletes.

A criminal records check with the Criminal Records Bureau or registration with the Vetting and Barring scheme will be required for every volunteer.

Induction and Training

There will be an induction delivered by the appropriate person. This will include:

- the role of the volunteer
- awareness of all relevant policies and codes of practice
- track safety
- other information as appropriate. Club policies and documents can be found at <http://www.cambridgeandcoleridge.org.uk/about-us/guidelines-and-documents>

Training in specific disciplines for coaches, officials and other roles such as welfare officer, will be carried out regularly in discussion with the volunteer and will be paid for by the club. Such training will be carried out by an appropriately qualified person or organisation.

For externally recruited volunteers, there will normally be a trial period of three weeks to give the club and the volunteer time to discover if they are suited to each other.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. Reasonable out-of-pocket expenses, if required, will be reimbursed with prior approval. In order to claim expenses, an expenses form must be completed and given to the Treasurer.

Support and Retention

The relevant officer or portfolio holder (and other volunteers) will offer support to the volunteers. There will be:

- regular briefings face to face, or using other means, particularly email, to ensure good communication about relevant activities and policies
- an informal meeting every year to ensure that the volunteer's needs are being met to the best extent possible and for the volunteer and club officer/portfolio holder to review the volunteer's role in the club.

The club officer/portfolio holder will support all volunteers working in their area of responsibility and will have regular meetings with the volunteers to discuss any problems or issues that may arise.

Resolving Problems

The relationship between the club and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the club is able to maintain its agreed standards of service to members, and it is also important that volunteers should enjoy making their contribution to this service.

If the volunteer's role does not meet the club's standards, or the volunteer feels that s/he has not been treated properly, the issues will be dealt with via the club's grievance and disciplinary procedures.

Areas of Responsibility

1. No individual should be responsible for more than 10 volunteers and will be given assistance when numbers exceed this level.
2. The Chair, or delegated member, is responsible for all officers and portfolio holders including the club welfare officer
3. Portfolio holders are responsible for volunteers within their areas:
 - Coaching portfolio* – all coaches
 - Track and field portfolio* – all team managers for teams other than young athletes' league teams, all officials
 - Young athletes portfolio* – all young athletes' team managers, reception staff on young athletes' training nights
 - Endurance portfolio* – endurance committee members and, as support to the coaching portfolio holder, to assist with the support of endurance coaches specialising in road running.