



## Volunteer Recruitment and Retention Policy

**GOSFORTH 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 a member of the management 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 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 copy of the following policies:
  - Safeguarding Children
  - Safeguarding Adults
  - 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 *VOLUNTEER* (whether paid or unpaid) will receive support from the management committee.

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

### Resolving problems

The relationship between **GOSFORTH TENNIS CLUB** and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that **GOSFORTH 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:

A meeting with the **PRESIDENT** will explain the concerns. 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 **PRESIDENT**. If that does not resolve the concern, then a meeting should be convened with 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.

### **Volunteer roles and responsibilities at Gosforth Lawn Tennis Club**

<b>Role</b>	<b>Key Responsibilities</b>
<b>President</b>	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
<b>Secretary</b>	Be the first point of contact for all enquiries Organising and attending all management committee meetings <i>Ensure all delegated tasks are actioned</i>
<b>Treasurer</b>	Keeps up to date records of all the financial transactions Reports regularly to the management committee on the financial status Prepares year end statements of accounts to be presented to the auditor
<b>Head Coach</b>	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
<b>Ladies and Men's Team Captains</b>	Work with the committee to schedule the club competition calendar both internally and in local leagues. Develop competition opportunities for all at the club Seasonally monitor and evaluate competition opportunities and report back to the committee or management team
<b>General Committee member</b>	Undertake and complete designated specific responsibilities as and when required.
<b>Welfare Officer</b>	To act as a point of contact for any child protection or vulnerable adult concerns Confidentiality procedures/principles To record child protection/ vulnerable adult cases in an effective and reliable way