



VOLUNTEER RECRUITMENT AND RETENTION POLICY

CROWTHORNE TENNIS CLUB is open to volunteers from any of its adult members and from its older junior members. Roles open to volunteers include positions on the Management Committee plus involvement with the organisation and running of coaching sessions, club mix-in sessions, matches and tournaments.

The following areas are taken into consideration when recruiting a volunteer:

- Does the volunteer hold relevant and current qualifications for the role?
- 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?

A criminal records check with the Criminal Records Bureau will be made if the role involves working with children in any capacity.

Volunteer Roles can be divided loosely into formal/permanent roles or informal/temporary roles. The former will usually be defined in a Role Description document such as would be the case for most members of the Management Committee. The latter is unlikely to have a Role Description document and this would be the case for a member who volunteers, for instance, to run an American Tournament.

In most cases, volunteers will be coming from the ranks of long-term members and will be well known by most of the Management Committee who will already have determined, by using the criteria listed below, whether they are suitable for the role for which they have volunteered. In such cases, there will be no need for any formal recruitment or induction process to take place. A member of the Management Committee will ensure they are equipped for the particular role and offer any guidance that may be required at the start.

If the potential volunteer is not well known by the majority of the Management Committee, a meeting will be arranged with two or more members of the Management Committee to assess their suitability for the role. The role will be discussed in conjunction with the Role Description, if available.

In all cases, the potential volunteer will be made aware of the club's policies in the following areas, including where the policies can be inspected on the club's website:-

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| ○ Volunteer recruitment and retention | ○ Equality and diversity |
| ○ Child protection | ○ Health and safety and accident guidance |
| ○ Code of practice for working with children | ○ Maintenance |
| ○ Recording and Publishing Images | ○ Complaints and feedback |

The potential volunteer will also be made aware of where they can see copies of the Role Descriptions of the members of the Management Committee and who is currently filling each position.

<http://www.crowthornetennisclub.co.uk/committee.php>

Also, the location of any insurance policies and Incident Notification Guidelines will be made available.

<http://www.crowthornetennisclub.co.uk/healthSafety.php>



Resolving problems

The relationship between CROWTHORNE TENNIS CLUB and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that CROWTHORNE 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 appropriate person on the Management Committee will explain the concerns.
- If this does not resolve the concern, then a meeting with the chair 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 work you should:

- Give an initial explanation of your dissatisfaction to the appropriate person on the Management Committee.
- If that does not resolve the concern, then a meeting should be convened with appropriate person on the Management Committee.
- If that does not resolve the issue, then a formal meeting with the Chairman of the Management 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.