



WALSALL TENNIS CLUB
(formerly **BIRMINGHAM ROAD LAWN TENNIS CLUB**)

Club grounds at the rear of "Travelodge" Hotel, Birmingham Road, Walsall

www.walsalltennis.co.uk

President: Mrs M.Sanders



Secretary: Mr Rick Magnante, 12, Scott Road, Walsall, WS5 3PU.

Telephone: 01922 645130

VOLUNTEER POLICY

Recruitment

- Walsall Tennis Club ("The Club") uses appropriate means to advertise for volunteers within the club and locally, taking into account the principles of its equal opportunities and diversity policy.
- Potential volunteers are asked to meet with a member of the committee and to complete a **Volunteer Recruitment Checklist** to assess their suitability for the role.
- If the volunteer is deemed suitable, he/she is required to complete a **Volunteer Agreement Form** and *Tennis Clubmark's Self Declaration Form for Coaches and Volunteers*.
- Where relevant, a criminal records check is made with the Criminal Records Bureau for every volunteer.
- References are taken up.

Induction and training

An induction is to be prepared and delivered by a member of the committee. This includes:

- The role of the volunteer
- A list of all staff members and volunteers
- A list of Committee members and sub-committees
- Copies of all the relevant policies
- Induction training and details of ongoing training
- Information about the relevant code(s) of practice
- Other information as appropriate.

Support

Irrespective of whether the services provided are paid or unpaid, support for all volunteers is always available. In the first instance, any request for support should be made to the Club's Volunteer Liaison Officer:

David Fieldhouse, tel: 07866 816 156, email: d.fieldhouse@perkins-slade.com

In addition, volunteers can expect to receive both support and regular supervision sessions from the Chair of the Committee (or from another named committee member).

Insurance

The Club has a valid insurance policy which the volunteer is advised to read.

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 equally important that volunteers should enjoy making their contribution to the club.

If your work as a volunteer does not meet with the organisation's standards, the following steps will be taken:

1. An initial meeting with the volunteer will explain the Club's concerns.
2. If this does not resolve the concern, then a meeting with the Chair of the committee will be
3. convened.
4. If the work still does not meet with the Club's standards, then the Club will stop using the volunteer's
5. services.
6. If the volunteer is dissatisfied with any aspect of the work allocated, he/she should:
 - Give an initial explanation of the dissatisfaction to the Club's Volunteer Liaison Officer (see above).
 - If that does not resolve the concern, then a meeting will be convened with the volunteer.
 - If that does not resolve the issue, then a formal meeting with the Chair of the Committee will follow.
7. If that does not resolve the issue, then it will be deemed inappropriate for the volunteer to continue offering his/her services.

The volunteer is free to state his/her case at all times and be accompanied by a friend.

This volunteer policy is freely accessible to all, both in the clubhouse and on the Club's website and will be reviewed on a yearly basis.

Valuing volunteers

The Club shows its appreciation of the work done by volunteers, by offering membership discounts.

DECLARATION

I have read the Club's Volunteer Policy as contained above and both agree to and understand its contents.

Name:

Signature:

Date:
