

VOLUNTEER POLICY

November 2020



Scottish
Volleyball

VOLUNTEER POLICY

Introduction

Scottish Volleyball is the recognised National Governing Body for Volleyball, Beach Volleyball and Sitting Volleyball in Scotland and is responsible for the development, promotion, and delivery of Volleyball across Scotland.

This volunteer policy sets out the principles and practice by which Scottish Volleyball involves, recruits, and inducts volunteers and is relevant to staff within the organisation. It aims to create a common understanding and to clarify roles and responsibilities for staff and volunteers, to ensure that the highest standards are maintained in relation to the management of volunteers.

The Scottish Volleyball Volunteer Handbook gives further details about the support and procedures in place for volunteers and includes specific information relevant to a variety of different volunteer roles.

Our commitments

Scottish Volleyball recognise volunteers as an integral part of the organisation. At Scottish Volleyball, everyone values the vital contribution that volunteers make to both the organisation and extended volleyball community that we work with.

Their contribution is invaluable to supporting our vision and strategic aims; **BIGGER, BETTER, STRONGER**; and complements the role of the professional staff. Scottish Volleyball aims to encourage and support volunteer involvement to ensure that the activity of volunteering benefits the organisation, members, and the volunteers themselves, enhancing the reputation of Scottish Volleyball.

Appropriate steps will be taken to ensure that professional staff are clear about the role of volunteers and will strive to foster good working relationships with their volunteers. Volunteers will not be used to replace professional staff and will be supervised in a consistent, fair, and equitable manner across all areas of the organisation.

Scottish Volleyball is committed to offering a meaningful, and enjoyable, volunteering experience, with a flexible range of opportunities that strives to reflect the diversity of the volleyball community we represent, and encourages people from all walks of life to volunteer with us. This includes those from under-represented groups such as youth, people with a disability, older people, and people from minority ethnic communities.

Scottish Volleyball recognise that there are costs associated with volunteer involvement and will seek to ensure adequate financial and staffing resources are available for the development and support of volunteering.

Scottish Volleyball recognise that people have a right to participate through volunteering and can contribute in many ways. We recognise our responsibility to organise volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

Data Protection and Confidentiality

Scottish Volleyball is committed to protecting the personal details of all of our volunteers. This includes collection, storage, organising, amendment, deletion and sharing. More information about the protection of your personal data is outlined in the Scottish Volleyball Data Protection Policy, which can be found in the Scottish Volleyball Volunteer Handbook.

Who is a volunteer?

Volunteers are individuals who undertake activity on behalf of the organisation, unpaid and of their own free choice.

This Policy defines volunteering as activity which

- 🌀 is undertaken freely, by choice
- 🌀 is undertaken to be of public/community benefit
- 🌀 is not undertaken for financial gain

Volunteers may be involved on a one-off, short term basis or on a longer term, more regular basis.

They may be involved:

- 🌀 in the direct delivery of our regular Volleyball or Beach Volleyball services
- 🌀 on our board of management as a Director with a responsibility for governance of the organisation
- 🌀 on one of the Scottish Volleyball Commissions
- 🌀 in community engagement to raise awareness of volleyball
- 🌀 in one-off events and promotional activities
- 🌀 in regular events and promotional activities

Volunteers are valued for:

- 🌀 bringing additional skills and new perspectives to the organisation
- 🌀 enabling us to be more responsive and flexible in our approach
- 🌀 championing our cause within the wider community
- 🌀 enhancing the quality of our work, and of client experience
- 🌀 promoting the wellbeing of users, of services, staff, local communities, and themselves.

Roles and responsibilities

All volunteers will have a designated staff member/volunteer for guidance, support, and supervision. Responsibilities of all volunteers will be explicitly referred to in their job/role description which can be found in the Scottish Volleyball Volunteer Handbook.

The volunteer role is based on trust and mutual understanding. There is no enforceable obligation, contractual or otherwise, for the volunteer to attend or to undertake tasks, or for the organisation to provide continuing opportunities for voluntary involvement, provision of training or benefits.

However, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what the organisation expects of volunteers, and what volunteers expect of the organisation.

The organisation expects volunteers:

- 🌀 to be reliable and honest
- 🌀 to uphold the organisation's values and comply with organisational policies
- 🌀 to make the most of opportunities given, e.g. for up-skilling and other training
- 🌀 to contribute positively to the aims of the organisation and avoid bringing the organisation into disrepute
- 🌀 to carry out tasks within agreed guidelines

Volunteers can expect:

- 🌀 to have clear information about what is and is not expected of them
- 🌀 to receive adequate support and training
- 🌀 to volunteer in a safe environment. Please refer to the Scottish Volleyball Volunteer Handbook for the Scottish Volleyball Health and Safety Toolkit and Procedures).
- 🌀 to be treated with respect and in a non-discriminatory manner
- 🌀 to be given the information about any expenses you can claim
- 🌀 to have opportunities for personal development
- 🌀 to be recognised and appreciated
- 🌀 to be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- 🌀 to know what to do if something goes wrong
- 🌀 to have their personal details protected

More information and a full breakdown of specific volunteer categories and roles are outlined in the Scottish Volleyball Volunteer Handbook, which is a constantly evolving document reviewed regularly to ensure continuous development of our volunteer opportunities.

The Code of Conduct is a summary of the standards that a volunteer should represent and work within while volunteering with Scottish Volleyball. This policy directs volunteers and professional staff to the standards of behaviour that is expected and valued.

Compliance with the Code of Conduct is one condition of volunteer involvement with us and should be regarded as a minimum standard which they should work to. If the volunteer is unsure whether a decision will breach the Code of Conduct, they should contact the immediate Supervisor/Team Leader or a member of Scottish Volleyball and refer to the Volunteer Handbook. By working within the guidelines of the Code of Conduct volunteers will contribute to the success of the organisation.

Benefits to Scottish Volleyball

This Volunteer Policy will benefit Scottish Volleyball in providing consistency in the way it recruits, manages, retains, and recognises its volunteers across the entirety of the organisation.

This volunteer policy is a practical tool and reference guide for all staff ensuring best practice in volunteer management and ultimately increasing the quality, effectiveness, and number of volunteers. It is used as a valuable recruitment tool, as prospective volunteers will see the merit, value, and attraction in volunteering for Scottish Volleyball. It highlights that Scottish Volleyball are serious and professional about the involvement of volunteers and the impact volunteers can have on the development of our sport.

Benefits to the individual Volunteer

This volunteer policy provides clarity to both existing and new volunteers in terms of protocols and procedures in relation to volunteer management, outlining Scottish Volleyball commitments to its volunteers and providing scope for recognition and ongoing training and support of its volunteers. The policy instils an open and welcoming ethos and practical management guide for Scottish Volleyball staff to commit to, ensuring that all volunteers are engaged and cared for, presenting a valuable place for individuals to volunteer.

Recruitment and selection

Scottish Volleyball recruits' volunteers for many roles including but not exclusive to:

-  Board Members
-  Commission members
-  Coaches
-  Officials
-  Team Managers
-  Events Volunteers
-  Ad Hoc Volunteer roles

More information about the roles available to our volunteers can be found in the Volunteer Handbook alongside specific responsibilities and a code of conduct for each role.

Please also refer to the Volunteer Handbook for the Scottish Volleyball Recruitment and Selection policy for more information and for the recruitment process for each individual volunteering role, where applicable.

Equal opportunities principles will be adhered to in recruiting volunteers (please see Scottish Volleyball Equality and Diversity Policy for more information). Opportunities will be widely promoted to attract interest from different sectors of the community. Positive action to target recruitment may be used where appropriate.

Information will be made available to those enquiring about volunteering, including written role descriptions which set out the nature and purpose of the volunteering role, key tasks, skills required and benefits, all of which can be found in the Volunteer Handbook. A risk assessment will be undertaken on all volunteer roles.

In some cases, recruitment will involve an informal interview, application form and the taking of references; the process will be defined and consistent for any given role - for example the recruitment process for trustees, regular volunteers and for volunteers for one-off events will be tailored in each case and may differ from one another.

Scottish Volleyball also welcome general interest in volunteering, subject to suitability and appropriate checks (PVG, Qualifications & insurance where applicable). This will be coordinated by a Scottish Volleyball member of staff, who will direct volunteers to future opportunities.

Where applicants are not able to be placed in their preferred role, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles within Scottish Volleyball. For more information on the Scottish Volleyball Volunteer Feedback Process, please refer to the

Recruitment and Selection Policy, which can be found in the Volunteer Handbook.

For roles which involve care giving and/or sustained and direct contact with young people or adults at risk, volunteers will be required to have a full Protection of Vulnerable Groups (PVG) check which will be arranged by Scottish Volleyball. PVG checks are dealt with in the strictest confidence. A criminal record is not necessarily a bar to volunteering.

For further information on PVG, please see the Safeguarding Children, Young People and Protected Adults Policies and Procedures which can be found in the Scottish Volleyball Volunteer Handbook.

Induction and Training of Volunteers

Volunteers will be provided with support, guidance, and information to help them settle into their role within Scottish Volleyball. Each volunteer will be given induction information and training (where applicable) appropriate to the specific tasks to be undertaken. The induction incorporates an introduction to the organisation, our team, the role requirements, expectations and conditions, the identification of the needs of the individual where possible/appropriate in line with this policy and the Volunteer Handbook, and an introduction to the values and policies of the organisation. Relevant training will be provided where required.

Please refer to Volunteer Handbook page (3) for more information on the Induction Process.

At the end of the induction, each volunteer, unless involved on an ad hoc basis will be required to complete the Scottish Volleyball Volunteer Agreement.

Maybe put in where the code of conduct is?

Scottish Volleyball will continue to provide guidance, social engagement and ongoing support to volunteers following induction, and for the whole duration of their time volunteering with Scottish Volleyball.

Volunteer Agreement

A copy of the Volunteer Agreement can be found on page (11) of the Scottish Volleyball Volunteer Handbook.

This agreement identifies:

- the documents to be read and understood by the volunteer prior to signing the agreement and starting work with Scottish Volleyball.
- to whom the volunteer will report to
- duration of placement where applicable.
- training relevant to the role.
- expenses that Scottish Volleyball will meet for the duration of the role.
- insurance provision (where applicable).

The Volunteer Agreement should be signed by the designated person before the first day of voluntary work as an indication of their acceptance of the agreement and their responsibilities.

Support, recognition, and supervision

Volunteers will be offered support and supervision as appropriate and this is discussed during their induction. Arrangements will vary according to the volunteer and the role undertaken and may include telephone or electronic support, group meetings or one to one support on task.

Formal recognition of the contribution of volunteers is expressed through annual reports, website articles, social media, and formal volunteer award celebrations.

Communication and Feedback

We aim to give volunteers ongoing opportunities to share and receive information relevant to their role. We believe that review and feedback provide important opportunities to recognise a volunteer's contribution and maximise their future involvement with Scottish Volleyball. Effective communication is a two-way process, so we ask all volunteers to take all opportunities to give feedback in ways appropriate to their role. We are dedicated to the involvement of volunteers and recognise that we could not function without them. We encourage volunteers to reflect on and share their successes and challenges and provide feedback regarding how we can continue to improve the involvement of volunteers.

Dealing with problems

Scottish Volleyball aims to treat all volunteers fairly, objectively, and consistently. It seeks to ensure that volunteers' views are heard, noted, and acted upon promptly.

We will attempt to deal with any problems informally and at the earliest opportunity. All volunteers will have a named person to whom they can turn in the case of any difficulty. Where informal resolution is not possible, the Scottish Volleyball 'Complaints Handling' policy will be adhered to. This can be found in the Volunteer Handbook.

Volunteers will be made aware of the organisation's complaints policy and how to use it. They will also be made aware of how inappropriate behaviour by volunteers will be addressed by the organisation. This information is outlined in the Scottish Volleyball Disciplinary Policy which will be available in the Volunteer Handbook.

Expenses

In most cases, volunteers are unpaid and will receive no financial benefits in respect of their placements with Scottish Volleyball. Individuals may be reimbursed agreed expenses as indicated in the volunteer agreement.

Volunteers will be given clear information about what expenses can be claimed and how to make a claim and this information can be found in the Volunteer Handbook.

Insurance

Only Volunteers in certain roles will be insured by Scottish Volleyball, so please check with your volunteer supervisor/member of Scottish Volleyball staff for more information about insurance cover for you while performing your role with Scottish Volleyball.

Moving on

We hugely value every hour that a volunteer gives to Scottish Volleyball, and we recognise that after a period in a role a volunteer will be ready for a new challenge. Volunteers will be given a chance to discuss any feedback regarding their role with Scottish Volleyball. This information will be used to shape future volunteering processes and structures.

When a volunteer finishes a role within, irrespective of whether the volunteer will be taking up another opportunity within Scottish Volleyball, the organisation will support the volunteers desire to move on to other options. Volunteers who have remained with the organisation for at least 3 months will have the right to request a reference.