

Volunteer Policy & procedures

1. Introduction

The London Coaching Foundation (LCF) is a non-profit making Charitable Trust (No.1001103) set up in 1990. The LCF works at the grass roots level sending qualified coaches and international athletes to work with schools and colleges alongside PE Staff to coach track and field athletics to young people.

The London Coaching Foundation as well as working with young people from all backgrounds is using programmes to develop vital life skills such as improved confidence, discipline, motivation, behaviour and educational attentiveness, the provision of programmes such as these are now more relevant than ever in the lead up to success in 2012.

Programmes - "Have a Go Day" and London Community Athletics Days - introduce children to athletics, develop their athletic abilities, introduce new disciplines and finally create a competitive environment, designed to unearth the champions of the future.

Supporting Volunteers

The LCF will never take volunteer support for granted. Our volunteer policy confirms that care and thought has gone into how volunteers will be treated. It has been written to ensure fairness and consistency and that all volunteers are treated equally and fairly.

We recognise that our policy is also important from the volunteers' perspective as it ensures that volunteers know where they stand. Volunteers can use this policy to know what they can expect and where they can turn to if they feel things are going wrong.

Volunteer Policy

Recruitment

We will use appropriate means to advertise for volunteers that take into account the principles of our Equal Opportunities and Diversity Policies. The applicant will have to complete a Volunteers Agreement (See Appendix 1) if an interview confirms that both parties wish to work with each other. The applicant will be interviewed by their prospective supervisor and if this is successful references asked for will be taken up.

A criminal records check with the Criminal Records Bureau will be made (*if relevant*) for every volunteer.

Induction and Training

There will be an induction prepared and delivered by the *Volunteer Supervisor*. This will include:

- The role of the volunteer
- A list of all staff members and volunteers
- a list of Management Committee members and sub-committees
- Copies of all the relevant policies including this Volunteer policy and those, Confidentiality, Health and Safety, Equal Opportunities and Diversity, and Conflict Management.
- Essential procedures i.e. timekeeping, rota etc.
- Induction training and details of ongoing training
- Information about the relevant Code of Practice
- Other information as appropriate.

There will be a trial period of six sessions to give the organisation and the volunteer time to discover if they are suited to each other. A review will be made midway through the trial period and also at the end.

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses, if required, will be reimbursed, including expenses for travel, meals and childcare. In order to claim expenses, an expenses form must be completed and given to the nominated Volunteer Supervisor and must be made in line with our published policies and procedures in this area.

Support

The Volunteer Supervisor and other volunteers will offer support to the volunteers. There will be a briefing session at the beginning and a de-briefing at the end of each session.

The Volunteer Supervisor will support all volunteers and will have regular meetings with the volunteers to discuss any problems or issues that may arise.

The Volunteer Supervisor (whether paid or un-paid) will receive support and regular supervision sessions from the Chair of the Management Committee (or from another named committee member)

Insurance

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

Confidentiality

This organisation's process requires an explicit confidentiality policy, which all workers, which includes Management Committee, volunteers and staff, are obliged to observe

Resolving Problems

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

If your role as a volunteer does not meet with the organisation's standards, here is how it will be dealt with:

1. Initially with a meeting with the Volunteer Supervisor who will explain the concerns.
2. If this does not resolve the concern then a meeting with the chair of the management committee will be convened.
3. If your work still does not meet with our standards then we shall have to stop using your services.

At all times you will be able to freely state your case and can have a friend to accompany you.

If you are dissatisfied with any aspect of your work you should:

1. Initially explain your dissatisfaction with the Volunteer Supervisor
2. If that does not resolve the concern then a meeting with the Volunteer Supervisor should be convened
3. If that does not resolve the issue then a formal meeting with the Chair of the Management Committee should follow.
4. If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it would be inappropriate for you to continue to be a volunteer.

At all times you will be freely able to state your case and can have a friend to accompany you.

This Volunteer policy is freely accessible to all. It will be reviewed on a yearly basis to adapt or improve it.

For more information...

1. Useful contacts

Volunteer Bureaux or Council for Voluntary Services

These can be found in your local yellow pages or phone directories.

Volunteering England

Regent's Wharf

8 All Saints Street

London N1 9RL

Phone: 020 7520 8900

E-mail: Volunteering@volunteeringengland.org

Website: www.volunteering.org.uk

National Association of Councils for Voluntary Service

Phone: 0114 278 6636

Website: www.nacvs.org.uk



Signed on behalf of the Management Committee

Date Implemented:	Future Review Dates					
	2009	2010	2011	2012	2013	2014
Date reviewed	Due by 14 December					
Date approved By Trustees						

Appendix 1:

Volunteer Agreement

This Volunteer Agreement describes the arrangement between The London Coaching Foundation and you. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

Part 1: the organisation

Your role as a volunteer is to gain an appreciation of organising and managing sport events with a key focus on Athletics and starts on the date indicated at the foot of this agreement. This volunteering role is designed to put young people at the heart of developing the organisations services and to ensure we continue to recognise the talents and aspirations of our young people.

You can expect The London Coaching Foundation to offer:

1. Induction and training

- To provide a thorough induction on the work of the London Coaching Foundation, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role. The Volunteer Handbook which is available online at www.londoncoaching.org provides full details of the organisation.

2. Supervision, support and flexibility

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them;
- To provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems;
- To do our best to help you develop your volunteering role with us.

3. Expenses

To reimburse these expenses following the procedures in the Volunteer Handbook:

- Travel to and from your locations of volunteering. This does NOT include Travel to and from your home nor our main office ie from where we are managing your volunteer placement. See the Volunteer Handbook for rules on methods of travel allowances
- Meal expenses to a maximum of £5. (Expenses should be incurred through volunteering so to be eligible you should volunteer around meal times or for at least 3.5 hours a day).
- Specialist clothing or equipment where this is required and provided by you.

Expenses –Contd

- Actual cost of crèche, childminding fees or other dependant costs incurred by you in order to be able to volunteer.
- Please keep all your receipts to give to us when we reimburse your expenses.

4. Health and safety

- To provide adequate training and feedback in support of our health and safety policy, a copy of which is in the Volunteer Handbook.

5. Insurance

- To provide adequate insurance cover for volunteers whilst carrying out their volunteering roles which have been approved and authorised by us

6. Equal opportunities

- To ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which is set out in the Volunteer Handbook.

7. Problems

- To try to resolve fairly any problems, complaints and difficulties you may have while you volunteer with us;
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures set out in the Volunteer Handbook.

Part 2: the volunteer

We expect you:

- To help The London Coaching Foundation fulfil its [activities, services and events.
- To perform your volunteering role to the best of your ability;
- To follow the organisation’s procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients;
- To maintain the confidential information of the organisation and of its clients;
- To meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible;
- To provide referees as agreed who may be contacted, and to agree to a Criminal Records Bureau check being carried out where necessary.

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Your Name Age.....Your signature



Chief Executive, London Coaching Foundation