



CUMNOCK JUNIORS COMMUNITY ENTERPRISE



A Scottish Charity SC 044028

148, Townhead Street, Cumnock KA181LZ

VOLUNTEER POLICY & PROCESS

This Policy has been adopted and adapted from best practice provided by Volunteer Development, Scotland "Centre of Excellence". (Ref CJCE Volunteering Governance Good Practice Guidance VDS/00.)

Intent & Purpose of the Policy

CJCE is committed to development of facilities and programmes which are open to the community and which encourage and promote engagement in sport and physical activities at all ages which contribute to mental and physical fitness, addressing social challenges and provide opportunities to participate in team sports.

Volunteers are essential to the Enterprise achieving its goals by providing resources to manage governance, administration, fundraising, coaching and maintenance related to delivery of programmes and development of facilities. The purpose of the Volunteer Policy is to demonstrate that we have taken care to develop processes that ensure that volunteers are effectively recruited, developed and managed and how their contribution will be maximised and their ideas considered fully.

A. Principles:

1. That there is an effective governance process covering all aspects of Volunteer recruitment and management such that all obligations and expectations are clear and understood by all.
2. That volunteers are full supported through training, mentoring and assignment deployment such that they obtain maximum personal benefit and the organisation a flexible, effective and satisfied volunteer resource.
3. 60% of volunteer resource should come from people who experience dis-advantage (See Table 1).
4. Key learning outcomes will be defined, and agreed, for each volunteer assignment.

B. Mission & Vision

Mission

To develop, maintain and grow a sustainable and effective volunteer resource through effective recruitment and development, together with deployment on a range of suitable challenging activities or assignments that deliver outcomes that contribute to personal achievement and securing organisation and community goals.

Vision

- Well-trained and supported volunteers deliver value to the community that is recognised by its citizens

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- Volunteers improve their personal wellbeing as a result of well-selected assignments and the best support that CJCE can provide.

C. Conduct

CJCE practises equality and diversity. Volunteers and support staff of CJCE are expected to abide by the following behaviours, “The 8 Bs”

1. BE respectful and polite.
2. BE on-time and prepared
3. BE tolerant and understanding
4. BE fair
5. BE willing to learn
6. BE supportive and encouraging
7. BE an EXAMPLE
8. BE the best you can

D. Staff/Volunteer Relations

The Club & Volunteer Development Officer(s) will be responsible for allocation of volunteers to duties/assignments. The CVDOs will ensure that there is a positive relationship between all volunteers and staff. He/she shall network at events and observe and conduct occasional informal discussions to assess if this is being achieved.

E. Attracting Volunteers

We will build relationships with, and target required volunteer resource from, appropriate sources to satisfy prevailing needs.

- i) Community organisations- which provide assistance to less-advantaged people.
- ii) Schools - where working with children is a need
- iii) Colleges – where specific sports coaching is a need
- iv) Local Government Departments/Community Groups – where there is a need for coaches/volunteers from unemployed, ex-offenders, disabled etc

A formal **Expression of Interest Form** will be available in all locations, supported by information leaflets and website addresses.

F. Matching & Selecting

We will take care in selecting volunteers and matching them to different roles and tasks.

- i) Target advertising to appropriate sources, taking advice from local authorities as necessary.
- ii) Clear and simple Application Forms
- iii) Informal interviews in informal environments
- iv) Clear job role specifications, with development requirements
- v) Skills Matrix to identify skills levels and gaps.

- vi) Taster/trial sessions with appropriate skilled guidance and supervision.
- vii) Maintain PVG checks.

G. Positive Induction & Training

On joining, each volunteer will receive a consistently deployed Induction. This will cover Organisation and Facilities; Volunteer Policy & Processes; Health & Safety; Training (Compulsory and Advised); Expenses; Performance Reviews; Code of Conduct etc. Our **Volunteer Induction Checklist** provides clear topics that will be covered in Induction. A “pre/post” Volunteer Questionnaire will be incorporated into the recruitment and development process to test effectiveness of the volunteer process and volunteer satisfaction.

H. Support

We commit to ensuring that all volunteers receive the best support we can provide and at all times suitable to the volunteer and assignment. A **Volunteer Support Form** will be used to ensure that we involve the Volunteers in identifying specific actions to improve support.

I. Experience of Volunteers

The views and suggestions of volunteers will be actively sought, never dismissed and fully considered. As such their involvement in decision making, developing ideas and forming programmes will be valued.

J. Problem Solving/Complaints

- i) Any problems experienced by volunteers/staff should be highlighted to the Club and Volunteer Development Officer (CVDO) in first instance.
- ii) CVDO will assess and take appropriate action within his/her control.
- iii) CVDO will escalate any issues outwith his/her control or experience.
- iv) If not satisfied with results, anyone can request a meeting with a Board Member with or without the CVDO present.

Problems/solutions should be shared with all volunteers (subject to confidentiality) to prevent issues re-occurring.

K. Confidentiality

Confidentiality of all types to be respected by CJCE, its Volunteers and Staff. This includes:

- i) Personal issues
- ii) CJCE business
- iii) Social Media – CJCE website or Facebook not to be used to conduct CJCE business without clearance by the Secretary. No personal photos or photos of others to be published, no comments on personal issues to be published.

L. Data Protection

No personal information shall be retained unless with individual permission and then only for necessary CJCE business and in full compliance with data protection legislation.

M. Insurance

- i) CJCE maintains full Public Liability Insurance to protect volunteers, staff and participants. A full Health & Safety Policy operates, with risk assessments and hazard reporting for all staff/volunteers.
- ii) CJCE has trained First Aid personnel at all events.

N. Equality, Diversity and Inclusion

CJCE policy is clear that all people in the community shall have access to facilities and programmes without prejudice. All will be welcome and encouraged to participate to levels with which they are comfortable.

- We celebrate diversity and welcome the positive impact this has on our organisation.
- We Include all – irrespective of backgrounds or affordability, and make provision to provide activities and facilities for less able bodied, infirm or disabled.
- We are all equal, will be treated fairly and with compassion, with absence of malice or prejudice in any form.

O. Privacy/Photography

- i) Privacy will be respected for all. Any person requiring privacy should make this request to any CVDO, Committee or Board Member.
- ii) CJCE will have a trained photography volunteer and photography will only be undertaken by this person or other dfPVG qualified personnel appointed by CJCE.
- iii) Parents will be asked for consent for photography of children under-16 when registering and this will be respected.

P. Monitoring, Evaluation and Review

All processes, volunteers and staff will be subject to periodic formal and informal monitoring to ensure that the expected deliverables are being achieved for staff, volunteers and participants.

Each staff member will have a review 2x per annum, or more frequently if required or requested. This will gain a perspective on the value and benefit to individuals and community and the effectiveness of policy, processes and programmes.

Q. Policy Review

This Policy will be reviewed annually and improvements made as necessary. The Board requires that this review takes account of all stakeholder groups.

If in any doubt of, or need clarification on, any are of this Policy, or have an suggestions for improvement, contact the Secretary.

E. Bennett,

Secretary

TABLE 1

People who may experience disadvantage (Target Volunteers)	
People on low incomes	Young people
People with physical illness	Lesbian, gay, bisexual
People with mental illness	Offenders/ex-Offenders
People with physical disability	Young people at risk of offending
People with learning difficulty	People affected by homelessness
People with dementia/altzeimers	People affected by addictions
Carers	Single parents
People affected by abuse	People from BME communities
Older people	