

Volunteer Recruitment and Retention Policy

Milton Keynes Tennis Club uses appropriate means to advertise for volunteers, taking into account the principles of its equal opportunities and diversity policy.

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

- Does the volunteer hold relevant and current qualifications for the role (if necessary)?
- 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 (if necessary)?

Potential volunteers will meet with the volunteer co-ordinator and/or a member of the management committee to assess their suitability for the role. A full job specification is available for each volunteer role, complete with responsibilities and time commitment. A criminal records check with the Criminal Records Bureau will be made (if the role involves working with children in any capacity) and references will be taken up.

An induction will be prepared and delivered by a member of the management committee. This will include:

- A job description of the role, complete with responsibilities and time commitments
- A list of all other management committee members, with role and responsibilities
- A copy of the following policies:
 - Child protection
 - Code of practice for working with children
 - Equality and diversity
 - Volunteer recruitment and retention
 - Health and safety (guidelines for dealing with an incident/accident)
 - Complaints and feedback
- Any other relevant documentation for the specific role

The *volunteer* (whether paid or unpaid) will receive support and regular supervision sessions from the chairperson of the management committee (or from another named management committee member).

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

Resolving problems

The relationship between *Milton Keynes Tennis Club* and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that *Milton Keynes 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 a committee member 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 a committee member.
- If that does not resolve the issue, then a formal meeting with the chairperson 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.

