



fitmumsTM
and friends

Volunteering Policy

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No comments

Volunteering Policy

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1. Introduction

Without the commitment of passionate and enthusiastic volunteers, Fitmums and Friends would not exist. As a charity we strive to offer our volunteers a rewarding and fulfilling experience and we aspire to be a fantastic organisation to volunteer for. This volunteer policy sets out the principles and practice by which we involve volunteers and is relevant to staff, volunteers and trustees within Fitmums and Friends. It aims to create a common understanding and to clarify roles and responsibilities to ensure the highest standards are maintained in relation to the management of volunteers.

2. Our commitments

We recognise volunteers as an essential part of our organisation. Their contribution supports our mission and strategic aims and complements the role of paid staff. We aim to encourage and support volunteer involvement to ensure that volunteering benefits the organisation, its members and the volunteers themselves.

We are committed to offering a flexible range of opportunities and to encouraging a diversity of people to volunteer with us, including those from under-represented groups such as youth, people with a disability, older people and people from black and minority ethnic communities. We 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. We recognise that people have a right to participate in the life of their communities 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.

3. Who is a volunteer?

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

National Council for Voluntary Organisations (NCVO) defines volunteering as;

"...any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives. Central to this definition is the fact that volunteering must be a choice freely made by each individual.

This can include formal activity undertaken through public, private and voluntary organisations as well as informal community participation and social action. Everyone has the right to volunteer and volunteering can have significant benefits for individuals".

www.ncvo.org.uk

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

- in the direct delivery of our services
- on our board of management as trustees
- in community engagement to raise awareness of our work
- in one off events and promotional activities
- in our offices or in community venues

Volunteers are valued for:

- bringing additional skills and new perspectives to the organisations
- 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.

4. Roles and responsibilities

The development and co-ordination of voluntary activity within the organisation is managed by the central team who have overall responsibility for the welfare of volunteers. All volunteers will have a designated link person for guidance, support and supervision. Staff responsibilities for volunteers will be explicitly referred to in their job/role description.

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 particular 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 Fitmums and Friends.

Fitmums and Friends 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 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 be insured and to volunteer in a safe appropriate environment
- to be treated with respect and in a non-discriminatory manner
- to receive out of pocket expenses
- 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 doesn't go according to plan
- to know what to do in an unforeseen emergency situation

5. Recruitment and selection

Recruitment of volunteers is managed utilising the guidance of England Athletics Safe Recruitment of Volunteers Guide. <https://www.englandathletics.org/clubhub/resource/safe-recruitment-guide/>

Equal opportunities principles will be adhered to in recruiting volunteers. Opportunities will be widely promoted in order to attract interest from different sectors of the community. Positive action to target recruitment may be used where appropriate. Online application is encouraged but non-digital methods of application are also available.

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.

Recruitment will usually involve an application form, informal interview, and the taking of references (dependant on role); 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. 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 or signposted to the local volunteer centre.

For roles which involve sustained and direct contact with young people or adults at risk, volunteers will be required to have a full DBS disclosure check which will be arranged by the organisation. DBS disclosures are dealt with in the strictest confidence. A criminal record is not necessarily a bar to volunteering.

6. Volunteer Registers

The organisation records details of all individuals involved in volunteering as follows:

Coaches and Leaders

All Coaching and Leading roles are recorded on the England Athletics portal which holds details such as UK Athletics licence number and expiry date in order that the organisation can ensure only appropriately trained coaches and leaders are providing services to members.

Events Team Volunteers

Details of all volunteers who provide support at events are also held on a register. This records an email address and brief details of availability and any relevant experience. This Register is reviewed on an annual basis as a minimum and members details updated and/or removed as required.

7. Events Management

An Event Lead will be identified for each event. The Event Lead will ensure that a pre-event briefing is done for all volunteers using the attached briefing template Appendix 4. Where an Event Lead is not allocated then the pre-event briefing will take place by email to all volunteers by the Fitmums and Friends Events Coordinator/Central Team Rep.

8. Induction

Volunteers will be given induction appropriate to their role using the Induction Checklist. This should take place as soon as possible after commencing/qualifying for their role.

9. Training

All volunteer roles which require a qualification in order to undertake the role will be supported with a subsidised contribution to their course cost. This includes run, walk, cycle leaders and all levels of

coaching qualifications and guide runners. This provides volunteers with a recognised qualification. Complimentary kit is available upon qualifying in their chosen role with options to purchase some further kit at a subsidised rate.

Ongoing development opportunities are provided in-house by Fitmums and Friends for Leaders who undergo an initial training course and gain a qualification. Volunteers are required to undertake this course as part of their training to become a qualified Leader. Leaders are also encouraged to do this every 2 years after their initial attendance to help keep skills refreshed and up to date. This course is at no cost to individuals. The quality of coaching and leading is so important to the organisation and therefore opportunities for update and review of best practise is considered a vital part of the support mechanisms for volunteers involved in these roles.

Training opportunities for coaches (all levels) will be arranged as needed to help with update and to ensure best practice.

10. Peer assessment

A system of peer assessment is in operation for all Coaches which exists to support individual development as a Coach and ensure quality of delivery in sessions.

11. Support and supervision

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

12. Communication

We will seek feedback from our volunteers on a regular basis in order to understand how best to improve their volunteering experience and improve the service we offer.

13. Recognition

Formal recognition of the contribution of volunteers is expressed through annual reports, website articles, social media, and during Volunteers' Week and organisational celebrations. Where feedback is received this is shared with volunteers to help demonstrate the impact of their volunteering.

14. Events Volunteer Reward Scheme

Each week a considerable amount of volunteering takes place in the delivery of sessions in local communities. It can therefore be difficult to recruit additional volunteer support to help at promotional events which has become another important area of work for the charity. A reward scheme has been created in order to recognise this extra support and to thank volunteers for their time over and above the core work of the charity. The reward scheme applies to all promotional events which may include volunteers having a presence at health/sport events; being a part of the pink & blues team; supporting try-a-mile or taster sessions. Eligible events for the reward scheme will be judged at the discretion of the central team.

All Events Volunteers have attendance at events recorded. As attendance at events accumulate this equates to a Fitmums and Friends thank you gift (suggestions below).

Reward options may include**Level 1 (for the first 10 volunteering episodes)**

- Notebook
- Set of event clips
- Set of trainer tags
- Baseball cap
- Snood

Level 2 (up to 20 volunteering episodes)

- Leisure T-shirt
- Leggings/Shorts
- Fitmums & Friends branded Rucksack/Bag
- Fitmums & Friends Hoodie

15. Dealing with problems

The organisation 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, 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.

16. Expenses

Volunteers will be given clear information about what expenses can be claimed and how to make a claim. See Appendix 6.

17. Moving on

On the occasions when volunteers move on from volunteering with us they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully. Volunteers who have remained with the organisation for at least 3 months will have the right to request a reference. Volunteers will be supported to move on to other options.

18. Organisational Policies to support volunteering role

A number of policies support the management of Volunteers. All policies can be accessed via the Fitmums and Friends website <https://fitmums.org.uk/club-policies>

Volunteer Induction Checklist

The aim of this induction is to help you understand more about the volunteer role you are about to undertake with Fitmums and Friends. We hope you will enjoy your volunteering role with us.

Individual Details	
Name of Volunteer	
Role of Volunteer	
Details of person undertaking induction	Name: Role:
Base/Club/Session of Volunteer	

Safer Recruitment	
We are committed to the safe recruitment of volunteers and adhere to guidance set out by England Athletics.	
All volunteers must complete a Self Declaration and Disclosure Form	HERE
Is a DBS needed for the role?	Yes/No

Overview	Tick
Charity vision, values, background	
Organisational structure – where your role fits (see diagram)	
Who's who in your team?	
Your base	Tick
Tour of venue/base	
Access to first aid kit	
Access to defibrillator	
Fire evacuation systems	
Opening/closing systems of venue (if relevant)	
Location of relevant equipment e.g. Club Folder/Box	

About your role	Tick
Outline of role & responsibilities	
Named contact/mentor & contact details (where relevant)	
Any further training needs to support you doing this role?	

Fitmums & Friends Volunteer Agreement

We appreciate your volunteering with us, and this agreement indicates our commitment to do the best we can to make your volunteering experience a positive and rewarding one. We aim to be flexible so please tell us if there is anything you would like to change or discuss. This is a voluntary agreement and does not constitute a contract of employment. It can be cancelled at any time by either party.

As an organisation we undertake to:

- introduce you to your role, to the organisation and to other staff and volunteers that you will come into contact with
- provide regular opportunities for you to meet with your identified “Lead”
- seek to understand your reasons for volunteering, interests and wishes and to meet these as far as possible
- reimburse out of pocket expenses
- consult with you about changes that affect your volunteering
- provide a safe environment and insurance cover for you whilst you are volunteering
- treat you with respect, in accordance with our equality and diversity policy
- respond to your concerns or complaints as quickly as we can

As a volunteer I undertake to:

- complete tasks within agreed guidelines, to the best of my ability
- give as much notice as possible if I am not able to volunteer as expected
- uphold the organisation’s values and policies, including health and safety, confidentiality, equality and diversity
- report anything that causes concern for my safety/wellbeing or that of others
- do my best not to behave in any way that would bring the organisation into disrepute
- make the most of opportunities for training and development
- understand that Safeguarding is everyone’s responsibility and I agree to follow Fitmums and Friends Safeguarding policies and procedures

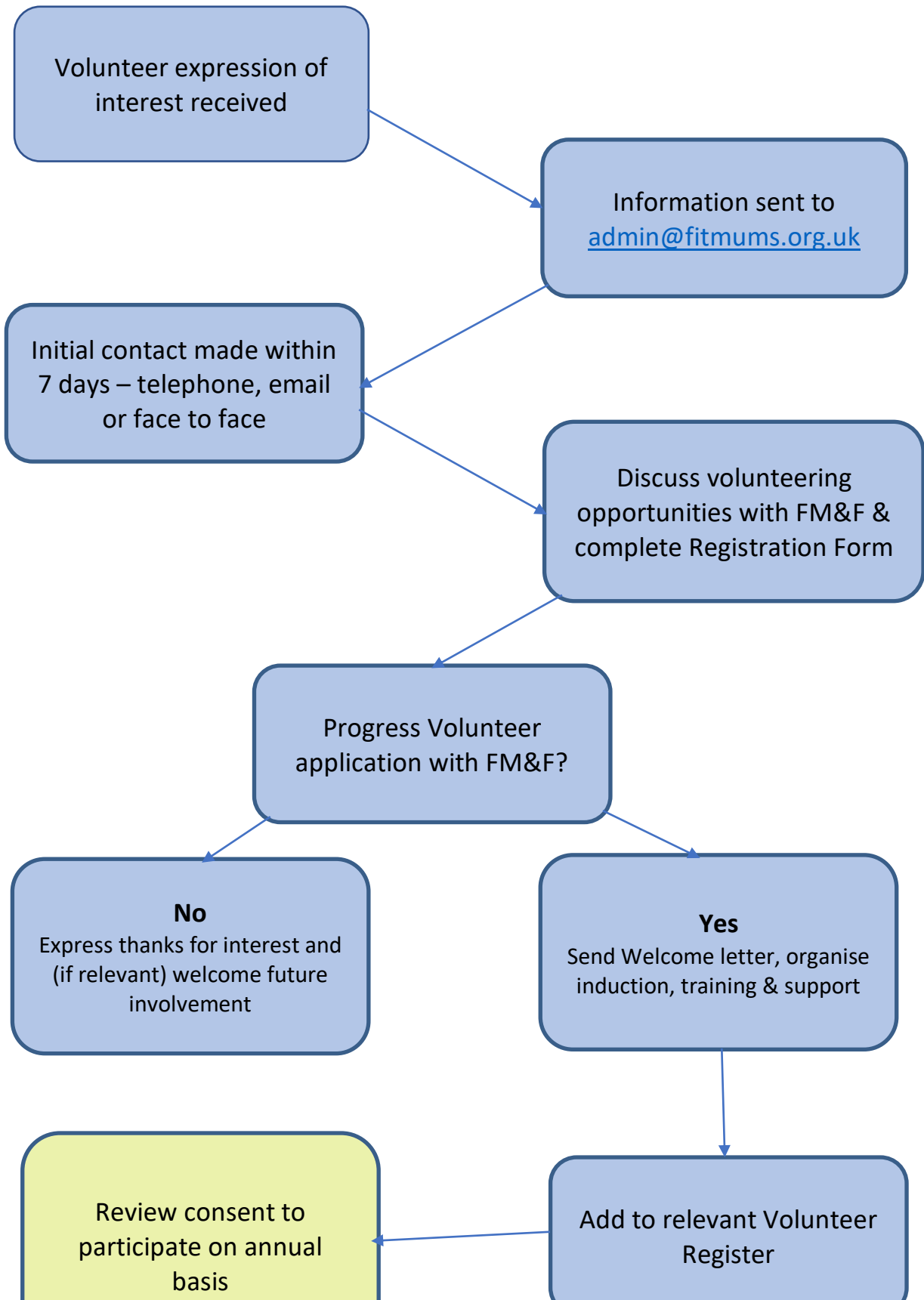
Thank you for your support of Fitmums and Friends and welcome to the team!

Signature Block	Date	Signature
Volunteer		
Person completing induction		

Post induction actions	Tick
EA Self Declaration and Disclosure Form completed & stored	
F&F Induction agreement form completed & stored	
Evidence of parental consent obtained & stored	
Organise DBS	

Order any kit/equipment	
According to consent preferences add to relevant communication group	List groups
According to consent preferences add to email groups	List groups

Fitmums & Friends Volunteer Recruitment Overview



Briefing template for Events Volunteers

The details in this Briefing Template will be tailored to each specific event and will be drafted in advance by the Event Lead. A short briefing session will take place with all Events Volunteers prior to the start of the event.

Event:	
Date:	
Attending volunteers:	
Sign in and sign out arrangements	Volunteers should ensure that they tell the Event Lead when they are leaving so that the Lead is always clear who they are responsible for at an event.
Safety of Personal Items	The availability of secure locations for personal items will vary however volunteers are generally encouraged not to bring items of value to events. If they do they should ensure that these can be kept on their person at all times.
Event Risk Assessment	This will have been completed in advance by the Event Lead/Central Team – key points and contingency actions should be shared with the Volunteers
Communications with Event Leader during event	To be determined event by event
Action if Volunteer becomes unwell	Event Lead to make themselves aware of First Aid/Emergency arrangements on the day and share details with volunteers.
Action if event participant becomes unwell	Event Lead to make themselves aware of First Aid/Emergency arrangements on the day and share details with volunteers.
Action if a safeguarding issue arises	Any safeguarding concerns should be reported to the FM Event Lead or the overall lead for the event (Non FM) if appropriate.
Refreshments	Event Lead to advise volunteers in advance if they need to make their own arrangements for refreshments.

Kit	Volunteers should normally wear Fitmums and Friends identifiable kit unless briefed otherwise.
Any other relevant issues	

Volunteer Registration Form

Personal Details			
Name			
Address			
Telephone			
Email			
Preferred form of contact			
Relevant Experience and Skills			
	When?	Where?	Brief summary of role
Previous voluntary experience			
Other relevant skills e.g. customer service, assisting at events, public speaking etc			
Availability			
	Would Prefer		Not general available
Week days - Daytime			
Week days – Evenings			
Weekends			
Other relevant comments			
Any needs that we should be aware of ?			
Training and Induction Information			
	Date shared/discussed	Comments	
Volunteer Policy			
Safeguarding & Child Protection Policy			
Thankyou Scheme			
Expenses			

Other training requirements	
Consent to Store Details	
I hereby consent to Fitmums & Friends storing my personal details for the purpose described (Volunteer Register) and I note that my details will never be shared with third parties without my consent.	
Date	
Signature	
Date added to Fitmums & Friends Volunteer Register	
Date	

Appendix 6

Expenses Claim Form

EVENTS VOLUNTEER EXPENSES CLAIM FORM

Name		Month & Year	
Email		Approved by	Vickie Hillier (Deputy Chief Officer)
Role	Events Volunteer	Date submitted	

EXPENSES (45P PER MILE)

Dates	Event	Expense Transport/bridge toll/refreshment s	Distance (total)	Journey	Amount
Date				Describe journey/note receipt	
Date				Describe journey/note receipt	
Date				Describe journey/note receipt	
Date				Describe journey/note receipt	
Date				Describe journey/note receipt	
Date				Describe journey/note receipt	
Date				Describe journey/note receipt	
TOTAL					

RECORD OF VOLUNTEER HOURS

Category	Dates	Nature of volunteering	Hours
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