



fitmumsTM
and friends

Volunteering Policy

Date policy agreed	May 2020
Due for review date	May 2022
Produced by	Sam Barlow – Chief Officer
Reviewed by	Sue Lee - Trustee
Club review dates	10.09.18 – 23.09.18 No comments

Volunteering Policy

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1. Introduction

Without the commitment of passionate and enthusiastic volunteers, Fitmums & 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 & 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. We specifically have “Leads” for the following volunteer teams:

- Coaches – Lead Coach/es
- Leaders (Run, Walk, Cycle, Buggy) – Club Co-ordinator (associated with each local club) supported by Club Liaison Leads
- In the Pink volunteers – In the Pink Co-ordinator
- Mental Health Champions – Mental Health Ambassador/s
- Events Volunteers – Events Lead
- Guide Runners – Guide Runner Lead
- Central team (including admin team, Club Liaison Leads, Pink & Blues)– Chief/Deputy Chief Officer
- Parent helpers at junior sessions – Junior Admin Lead

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 & Friends.

Fitmums & 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

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. A risk assessment will be undertaken on all volunteer roles.

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 & Leaders

All Coaching and Leading roles are recorded on a central register 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.

Central Team & Project Volunteers

All individuals working in the central team are also recorded on a register as well as volunteers from the In the Pink, Mental Health Champions & Guide Runner teams. This records an email address and nature of their role, area of work and days involved in their volunteer role.

All data is kept in line with GDPR requirements. Members may request to be removed from any of the above registers at any time by emailing admin@fitmums.org.uk.

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 X. Where an Event Lead is not allocated then the pre-event briefing will take place by email to all volunteers by the Fitmums & 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 & 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 & Friends for volunteers who undergo an initial training course and gain a qualification. Volunteers are strongly encouraged to take up this offer at least bi-annually. This is at no cost to individuals. The quality of coaching and leading is so important to the organisation and therefore opportunities for update & review of best practise is considered a vital part of the support mechanisms for volunteers involved in these roles.

All volunteers involved in the In the Pink & Mental Health Champions team undertake training which is free of charge. They are also supplied with a complimentary t-shirt.

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.

In addition, **if consent is given for email contact** volunteers will receive the Fitmums & Friends Newsletter, and, with their consent, we will promote their achievements and contribution through social media and our overall communication strategy.

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.

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 will be given a Reward Card after their first episode of events volunteering. Every episode of volunteering completed will be recognised by a date and signature from either the Event Lead or a Club Coordinator/member of the central team. Signatures can be collected and as they accumulate they equates to a Fitmums & Friends Thank you Gift of the volunteer's choice (see below).

Reward options

Level 1 (for the first 10 volunteering episodes)

- 365 Challenge Entry
- Notebook
- Set of event clips
- Set of trainer tags
- Baseball cap
- Snood
- Beanie hat

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 & Friends website <https://fitmums.org.uk/club-policies>

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.

You should also be made aware of your Volunteer Role description and the Volunteering Policy.

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 equal opportunities policy
- respond to your concerns or complaints as quickly as we can

As a volunteer I undertake to:

- undertake 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, equal opportunities
- 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

Thank you for your support of Fitmums & Friends.

Welcome to the team!

Signed _____ (Volunteer)

Signed _____ (for the organisation)

Date _____

Volunteer Induction Checklist

Individual details		
Name of volunteer		
Name of person undertaking induction		
Date of induction		
Role of volunteer		
Base/Club/Session		
Formal training	LIRF/CIRF/AC/Coach Asst/AL/GR Other:	Date complete
Licence details	Expiry date	No:
Enhanced DBS	Expiry date	No:
Any support needed to carry out role?		
Overview		
	Date	Signature
Organisational structure		
Volunteer support structure		
Tour of venue/base		
Who's who		
Dates of key meetings/events		
Access to first aid kit		
Charity Guidelines/Support		
	Date	Signature
Volunteers code of conduct		
Child Protection Policy		
Health & Safety Policy		
Insurance		
Fire evacuation systems		
Confidentiality		
Claiming expenses		
Social media		
The Role		
	Date	Signature
Outline of role & responsibilities		
Named contact/mentor & contact details		
Any further training needs?		
Communication channels		

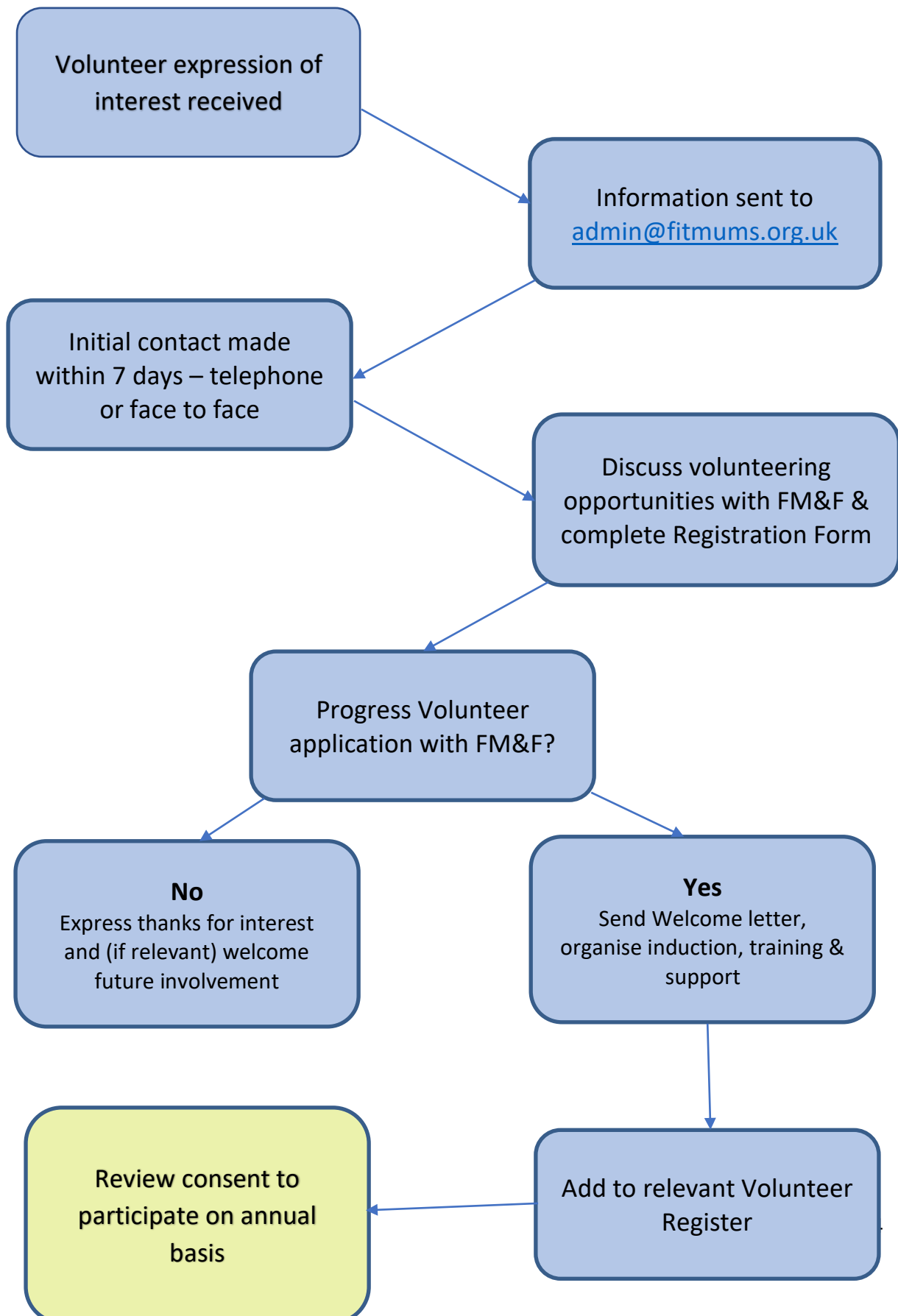
What to do if any concerns/problems		
Rewards scheme – Events Volunteers		
Run Leader specific section		
	Date	Signature
Run Leader Kit		
Availability for rota		
Shadow Leads organised		
Date of next F&F Leader development session		
Management of under 18's on a run/cycle/walk		

Volunteer Induction Checklist – with notes

Individual details		
Name of volunteer		
Name of person undertaking induction		
Date of induction		
Role of volunteer	<i>State what role the volunteer will be undertaking e.g Run Leader; Guide Runner; Events Team; Administration Support.</i>	
Base/Club/Session	<i>This will be the main club that the volunteer belongs to or it might be Fitmums & Friends HQ for the central admin team, or a venue such as St Mary's College – Hull if relating to a parent helper</i>	
Formal training	LIRF/CIRF/AC/Coach Asst/AL/GR Other: <i>List all relevant qualifications</i>	Date complete <i>List all dates of courses</i>
Licence details	No: <i>Find this on their licence</i>	Expiry date <i>Find this on their licence</i>
Enhanced DBS	No: <i>Find this on their licence</i>	Expiry date <i>Find this on their licence</i>
Visible check of DBS	Date:	By whom:
Any support needed to carry out role?	<i>Is there anything we need to take into account to enable them to undertake their role? Any reasonable adjustments required?</i>	
Overview		
Organisational structure	<i>Explain how their volunteer role fits into the wider organisation</i>	
Volunteer support structure	<i>Explain what support mechanisms are available e.g. link person, mentors etc.</i>	
Tour of venue/base	<i>When the venue is new then ensure the volunteer understands facilities, how to access, locking/opening up procedures</i>	
Fire evacuation systems	<i>Ensure volunteer understands fire alarms/exits and procedures of the venue</i>	
Who's who	<i>Provide a contact list of key people that may be helpful to the volunteer</i>	
Dates of key meetings/events	<i>Ensure future meeting dates or key events are supplied</i>	
Access to first aid kit	<i>Explain where this is stored</i>	
Charity Guidelines/Support		
Policies	<i>Explain that there are a number of policies which support the activities of volunteers within the charity. These are available on the website but paper copies can be provided on request.</i>	
Child Protection Policy	<i>This policy must be shared with each volunteer either by email or hard copy and the signed sheet at back of policy must be returned to you and stored safely (in case evidence is ever required that volunteers were advised about safeguarding procedures).</i>	
Insurance	<i>The charity has relevant insurance for the activities that it is registered to deliver. Trained leaders and coaches have individual insurance to coach/lead via the insurance attached to their licence.</i>	

	<i>All activities delivered under the umbrella of the charity by clubs/individuals must comply with the insurance restrictions in place.</i>
Confidentiality	<i>All details provided by the volunteer will be stored safely</i>
Claiming expenses	<i>Expenses can be reimbursed for</i>
Social media	<i>If their role involves admin rights to a facebook page/twitter account they must be aware of guidelines identified in the social media policy.</i>
The Role	
Outline of role & responsibilities	<i>Check volunteer is happy with role as identified in the role description.</i>
Named contact/mentor & contact details	<i>Explain who the first point of contact will be and if additional mentor system introduce this also.</i>
Any further training needs?	<i>Does the individual need any further training to support them in their role – this may include shadowing.</i>
Communication channels	<i>Explain any internal communication systems used which might support their role e.g. fb or messenger groups and add as appropriate. Ensure individuals who do not use social media are included in communications to the team.</i>
What to do if any concerns/problems	<i>Explain issues should be directed to first point of contact (as above) – but if not resolved to follow guidance in complaints policy.</i>
Rewards scheme – Events Volunteers	<i>Explain the reward scheme applies to all who support “events”. A series of free gifts available as a way of saying thank you.</i>
Run Leader specific section	
Run Leader Kit	<i>Has this been ordered? If not encourage individual to order via admin@fitmums.org.uk</i>
Availability for rota	<i>Check what the individual can offer and preferred maximum distance to lead.</i>
Shadow Leads organised	<i>All new leaders should undertake their first leads with the support of an existing leader who is available in the background as support.</i>
Date of next F&F Leader development session	<i>Ensure all new leaders are given the date of the next development session and strongly encourage attendance.</i>
Mobile Phone	<i>Remind that all leaders must carry a mobile phone when on an official lead.</i>
Protocol when under 18’s in group	<i>Explain how to manage the situation of someone becoming injured when an under 18 year old in the group</i>
Checklist chat	<i>Reinforce the importance of this part of the “Lead”. Ensure the checklist chat doesn’t begin until they have the attention of all in the group.</i>
Warm-up	<i>Encourage the volunteer to lead warm ups as soon as possible after their course so they don’t lose their skills/confidence. Co-warm ups may help anyone who nervous of this aspect. Warm up notes are available.</i>

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 & 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 generally 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			

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/refreshments	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
Volunteer time	Date	Describe nature of event	Time
		Total hours	Amount

Bank Details

Bank: _____ Sort Code: _____ Acct No: _____

Volunteer Signature _____ Date _____

Submit to admin@fitmums.org.uk within 4 weeks of last event. Please attach receipts.

