

## **EBVC Volunteer Policy**

### **Introduction**

Edinburgh Beach Volleyball Club (EBVC) is a local community sports club affiliated to the Scottish Volleyball Association (SVA) and is responsible for the development, promotion and delivery of Beach Volleyball and wider community activity in Portobello, Edinburgh.

This volunteer policy sets out the principles and practice by which EBVC involves, recruits and inducts volunteers to the organisation. It aims to create a common understanding and to clarify roles and responsibilities for coaches and volunteers, to ensure that the highest standards are maintained in relation to the management of volunteers.

The Volunteer Handbook gives further details about the support and procedures in place for volunteers and includes specific information relevant to a variety of different volunteer roles.

### **Our commitments**

EBVC recognise volunteers as an integral part of the club. Within EBVC everyone values the vital contribution that volunteers make to the club and the extended community that we work with.

Their contribution is invaluable to supporting our club vision and long term goals. EBVC aims to encourage and support volunteer involvement to ensure that the activity of volunteering benefits the club, members and the volunteers themselves, enhancing the reputation of the club as a popular community organisation.

EBVC will strive to foster good working relationships with their coaches and volunteers and will be supervised in a consistent, fair and equitable manner across all areas of the organisation.

EBVC are committed to offering a meaningful, and enjoyable, volunteering experience, with a flexible range of opportunities that strives to reflect the diversity of the community we represent, and encourages people from all walks of life to volunteer with us. This includes those from under-represented groups such as youth, people with a disability, older people and people from minority ethnic communities.

EBVC 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.

EBVC recognise that people have a right to participate 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.

### **Data Protection and Confidentiality**

EBVC are committed to protecting the personal details of all of our volunteers.

This includes collection, storage, organising, amendment, deletion and sharing. More information about the protection of your personal data is outlined in the EBVC Data Protection Policy, which can be found later on in the EBVC Volunteer Handbook.

### **Who are Volunteers?**

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

This document defines volunteering as activity which

- is undertaken freely, by choice
- is undertaken to be of public/community benefit
- is not undertaken for financial gain

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

They may be involved:

- in the direct delivery of our regular Volleyball or Beach Volleyball services
- on our club executive committee with a responsibility for governance of the organisation
- in community engagement to raise awareness of volleyball
- in one-off events and promotional activities
- in regular events and promotional activities

Volunteers are valued for:

- ensuring and promoting the health, safety and wellbeing of everyone involved in the club and the surrounding local community.
- bringing additional skills and new perspectives to the organisation
- 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 participant experience

### **Roles and responsibilities**

All coaches and volunteers will have a designated staff member/volunteer for guidance, support and supervision. Responsibilities of all coaches and volunteers will be explicitly referred to in the code of conduct for each role which can be found in the EBVC Volunteer Handbook.

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 the organisation.

The organisation 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 up-skilling and other 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 go through a volunteer induction process prior to the delivery of any activity at the club.
- have clear information about what is and is not expected of them
- to receive adequate support and training
- to volunteer in a safe environment.
- to be treated with respect and in a non-discriminatory manner
- to be given the information about any expenses you can claim
- 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 goes wrong
- to have their personal details protected

More information and a full breakdown of specific volunteer categories and roles are outlined below and these are constantly evolving and reviewed regularly to ensure continuous development of our volunteer opportunities.

### **Social Media Guidelines for Volunteers**

Social media is a great opportunity to promote achievements within EBVC. We encourage you to share your volunteer experiences through your personal accounts in order to support the growth of beach volleyball in Edinburgh, but in doing so please follow the club guidelines:

- Treat anything you post as a direct quote
- Check your privacy settings on all social media platforms, and be sure you are happy with those people/groups seeing pictures, videos or texts which you may post or be tagged in.
- Please consider the content of your posts or any posts you like or may be tagged in. Is it appropriate and professional?
- Please ensure adherence to EBVC Privacy Policy and EBVC/SVA Child Protection Policy when engaging through social media.

## **Disciplinary Procedure for Volunteers**

When the performance or conduct of a volunteer falls below what is expected having a clear and established disciplinary process in place will prevent misunderstandings and seek to protect the volunteer and the organisation. This should be shared with all your volunteers.

The aim of the procedure is to encourage improvement in individual conduct and performance and reduce the need for 'counselling out'. The volunteering Disciplinary procedure is specific to volunteers.

The following are suggested Volunteer Disciplinary Procedure best practice guidelines.

### **Informal Meeting**

Before any policy and procedure is invoked, conduct an informal meeting. Most problems can be resolved by informal discussions or counselling, and often this can avoid the need for formal disciplinary action. This may include mediation or additional training or support for the volunteer.

An informal meeting would not be recorded as disciplinary action and would be seen as a process of constructive dialogue. If the problem cannot be resolved informally with your volunteer, it might then be appropriate to invoke a disciplinary policy and procedure.

#### *Stage 1 – Formal Verbal Warning*

A formal verbal warning may be given to the volunteer if, despite informal discussions or training, the conduct or performance still does not meet acceptable standards. This should follow an appropriate disciplinary meeting delivered by the person within your group or organisation who is most relevant.

A brief note of the warning should be kept but, subject to satisfactory conduct and/or performance, this would lapse after 6 months.

#### *Stage 2 – Written Warning*

If there is no improvement in standards within the prescribed time, or if a further offence occurs, the volunteer should receive a letter from their volunteer manager inviting them to attend a further disciplinary meeting. The disciplinary meeting should take place as soon as is reasonably possible, but with sufficient time for the volunteer to consider their response to the information contained in the letter. The meeting should be an opportunity for both the volunteer (with their representative) and the volunteer manager to talk about the issues or allegations being made, consider the information with a view to establishing whether to progress the disciplinary action.

Following the disciplinary meeting, if it is decided that no further action is warranted, the volunteer should be informed in writing. If the volunteer is found to be performing unsatisfactorily or their behaviour is deemed unsatisfactory they will be given a written warning.

A copy of the written warning should be kept on file but the warning will lapse after 12 months subject to satisfactory conduct and/or performance. Where a

written warning is given, the President of the Board should be advised and kept up to date with any progress.

#### *Stage 3 – Final Written Warning*

If the conduct or performance still remains unsatisfactory by the stipulated date, or if the misconduct is sufficiently serious to warrant only one written warning, a further disciplinary meeting (where the CEO will be present) should be called with the volunteer and their representative. The disciplinary meeting will be an opportunity for the volunteer to answer the issues raised. Were this meeting establishes that there has been a failure to improve or change behaviour, then a final written warning should be given to the volunteer.

#### *Final Stage – Dismissal*

If the volunteer's conduct or performance still fails to improve or if further serious misconduct occurs, the final stage in the disciplinary process may be instituted and the volunteer dismissed.

### **Gross Misconduct**

Where a volunteer is found guilty of gross misconduct, they would normally be subject to summary dismissal (instant dismissal without notice) and the above procedures regarding progression of warnings should not apply.

Examples of gross misconduct might include:-

- Deliberate falsification of expenses claims
- Disclosure of confidential information
- Convictions of a criminal offence that undermine a person's suitability for volunteering
- Provision of false information relevant to a person's volunteering position
- Consistently poor attendance on a project, without appropriate notification
- Use of abusive or offensive language or behaviour
- Bullying or harassment
- Being under the influence of alcohol or drugs
- Theft of property or misuse of equipment or materials
- Failure to abide by policies and procedures
- Failure to satisfactorily perform assigned duties

### **Appeals**

If a volunteer wishes to appeal against any disciplinary decision, this should be made in writing within five working days of the decision being communicated to them, to the relevant person on the board.