



Volunteer Recruitment and Retention Policy

Purpose

This policy describes how HLTC will set about recruiting and retaining volunteers, principally (but not exclusively) in those roles performed as members of the HLTC Management Committee.

Policy

HORLEY LAWN TENNIS CLUB (HLTC) will use appropriate means to advertise for volunteers, taking into account the principles of its equal opportunities and diversity policy.

The following areas will be taken into consideration when recruiting a volunteer for any role other than those for which elections are held in accordance with the HLTC Rules or Constitution:

- 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 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.

Anyone properly elected in a General Meeting by those members entitled to vote shall be deemed to be appointed irrespective of the above. However no such person may perform in a role requiring a Criminal Records Bureau check my do so until that check has been complete and the person deemed fit to perform the role on that point alone.

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
 - Complaints and feedback
- Any other relevant documentation for the specific role

This volunteer policy is freely accessible to all and will be reviewed on an occasional basis.

Recruiting Young Volunteers

Juniors form an important part of HLTC's development plan and therefore should form an important part of the volunteer workforce. Given the chance, young people will take on the responsibility and bring energy and enthusiasm to their voluntary roles. The junior co-ordinator will encourage youngsters to get involved in running tennis and social events, to help at practice sessions and to be responsible for some administrative functions of the junior section. Consideration will be given to additional training opportunities for junior volunteers, including enabling them to act as Tennis Leaders and/or Competition Organisers, and to basic training that might lead to a tennis coaching qualification.

Valuing and Retaining Volunteers

HLTC's Management Committee will give due consideration to rewarding volunteers with appropriate incentives including membership discounts, thank-you letters and mentions in the minutes of Committee meetings, and other forms of reward.

Resolving problems

The relationship between HLTC and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that HLTC is able to maintain its agreed standards of service to members, and it is equally important that volunteers should enjoy making their contribution.

If a person's work as a volunteer does not meet HLTC's standards, these steps will be taken:

- An initial meeting with the volunteer 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 the volunteer's work still does not meet with the standards, then the Management Committee shall have the right to terminate the volunteer's appointment.

If a volunteer is dissatisfied with any aspect of his or her work he or she should give an initial explanation of the issue to any member of the HLTC Committee and ask that it is debated at the next Committee meeting. If that is not satisfactory, or does not resolve the concern, then the volunteer should follow the procedures laid down in HLTC's Complaints Policy.