



Policy on Volunteer Management

Grimsby Hockey Club Trustees

1. Purpose

The purpose of this policy is to provide clear guidelines for the recruitment, support, and management of volunteers at Grimsby Hockey Club. Volunteers play a vital role in the Club's success, and this policy aims to create a positive, safe, and rewarding experience for all who generously contribute their time and skills.

2. Scope

This policy applies to all volunteers engaged with Grimsby Hockey Club, including trustees, coaches, event helpers, and administrative assistants. It outlines the Club's commitment to its volunteers and the expectations placed upon them.

3. Commitment to Volunteers

Grimsby Hockey Club is committed to:

- Valuing the contributions of all volunteers.
 - Providing clear roles, responsibilities, and expectations.
 - Offering appropriate training, support, and resources.
 - Ensuring a safe and inclusive environment.
 - Recognizing and celebrating volunteer efforts.
-

4. Recruitment and Induction

1. Recruitment:

- Volunteers will be recruited in a fair and transparent manner based on the Club's needs.
- Roles will be advertised openly and include clear descriptions of responsibilities and expectations.

2. Application and Selection:

- Prospective volunteers may be required to complete an application form.

- Interviews or informal discussions will be conducted where appropriate to match skills and interests with roles.

3. Induction:

- New volunteers will receive an induction that includes:
 - An introduction to the Club's mission, values, and policies.
 - Training relevant to their role.
 - Information on key contacts and reporting procedures.
-

5. Roles and Responsibilities

1. The Club's Responsibilities:

- Provide volunteers with clear guidance and adequate support.
- Ensure volunteers are insured under the Club's liability policies.
- Offer feedback and recognition for contributions.
- Protect volunteers' health, safety, and well-being.

2. Volunteer Responsibilities:

- Perform their duties to the best of their ability.
 - Abide by the Club's policies and procedures.
 - Treat all members and fellow volunteers with respect.
 - Report any concerns or incidents promptly.
-

6. Support and Training

- Volunteers will receive ongoing support, including regular check-ins with a designated supervisor or coordinator.
 - Relevant training and development opportunities will be offered to ensure volunteers feel confident and capable in their roles.
-

7. Health and Safety

The Club is committed to providing a safe environment for volunteers by:

- Conducting risk assessments for all activities involving volunteers.
 - Providing necessary safety equipment and information.
 - Ensuring volunteers are aware of emergency procedures and reporting channels.
-

8. Resolving Issues

1. Grievances:

- Volunteers may raise concerns or grievances with their designated supervisor or the Trustees.
- The Club will handle grievances promptly, fairly, and confidentially.

2. Performance Issues:

- If a volunteer's conduct or performance falls below expectations, the Club will discuss the matter informally.
 - Serious or repeated issues may result in the termination of the volunteer relationship.
-

9. Recognition and Appreciation

Grimsby Hockey Club values its volunteers and will recognize their contributions through:

- Public acknowledgments at events or in newsletters.
 - Volunteer appreciation events.
 - Letters of thanks or certificates of recognition.
-

10. Confidentiality and Data Protection

Volunteers are required to maintain confidentiality regarding Club matters and adhere to data protection laws when handling personal information.

11. Review of Policy

This policy will be reviewed annually to ensure it remains relevant and effective in supporting Grimsby Hockey Club's volunteer program.

This policy ensures that Grimsby Hockey Club's volunteers are well-supported, valued, and able to contribute meaningfully to the Club's success.

Approved by: Grimsby Hockey Committee

Approval Date: 01/05/2025

Next Review Date: [01/05/2026]