



Crewe United FC

Volunteer Policy Statement

1. Policy Statement

Crewe United FC involves volunteers in a variety of ways because it believes that their input and experience can greatly enhance and develop the life of the club. Volunteers will not be used to replace the roles and work of paid staff.

In accordance with good practice, Crewe United have a commitment to ensure that the recruitment, selection of volunteers will be carried out in a fair and open manner and adhere to equality of opportunity at all times.

Crewe United are committed to ensuring that volunteers are supported, supervised and recognised so that their input and experience is positive.

2. Recruitment

Crewe United are based in Lisburn however the recruitment of potential volunteers will not be restricted to the Lisburn area as the club recognises that many supporters from far and wide will want to participate in the life of the club. Crewe United however is committed to diversity in all areas of its work and will seek to recruit volunteers that reflect the diversity of the local community.

Crewe United recruit volunteers:

- By word of mouth through existing Crewe volunteers
- By use of the Crewe United website

- By advertising locally as finance allow – using posters, and adverts in local newspapers.

2. Selection Process

Upon receipt of an application or note of interest, a Crewe United official will meet with the volunteer, normally at Crewe Park, where the person will have an opportunity to ask any questions that they may have regarding the role. The person's application will be discussed and consideration given into why they want to be involved and mutually ascertain whether this is an appropriate role for them. If not, and no other roles within the club can be identified then the person can be referred to their local Volunteer Centre to consider an alternative volunteering position.

If an application is successful, a volunteer agreement should be signed which sets out the expectations of the club in the volunteer and the responsibility of the club to the volunteer in fulfilling their role.

For some roles, references may be sought from people who are not related to the potential volunteer in any way to them. The requirement for references for particular roles will be advertised in advance.

Some volunteer roles will have a lower age limit where this applies the age limit will be advertised in advance.

3. Disclosure

Some volunteer roles will be only be undertaken subject to the candidate's successful application to the Protection of Vulnerable Groups scheme (police check). Any requirement for particular roles will be advertised in advance.

The final decision on whether or not the person should be involved with the club is the responsibility of Crewe United. A copy of the Rehabilitation of Offenders policy will be made available if requested.

The storage and use of this information is subject to Crewe Uniteds' policy on Access to Records and the Volunteers Open Records Policy both of which are available on request.

5. Volunteer Agreement

The Volunteer Agreement will describe the arrangement between Crewe United and the volunteer. The paper is to assure the volunteer of Crewe United's appreciation of their commitment to the organisation.

It is hoped that this will demonstrate that Crewe United FC will do the best it can to make the volunteer's experience both enjoyable and rewarding.

6. Supervision and on-going support

Induction at an appropriate level for each of the volunteer roles will be given.

Training as appropriate for specific roles will be provided. Volunteers will also be made aware of external training opportunities which may be open to them. Information received by Crewe United, which may be of interest to volunteers, will also be made available to them.

Support and supervision as appropriate to the role will be given. A named person will be identified prior to recruitment for the role. Supervision may be by telephone, email or on a face to face basis.

Support focuses on the practical needs and emotional support of the volunteers and also focuses on issues of accountability.

If formal meetings are required then these will be recorded on a 'personal development form'. This will be kept in the volunteer's personnel file and remain confidential.

Volunteer Information meetings

May be arranged as and when this is felt to be beneficial for volunteers.

7. Volunteer Participation

Volunteers will be encouraged to participate in wider aspects of the club.

- To promote a sense of ownership and belonging for volunteers.
- To ensure that policies and procedures reflect the views and experience of those who are involved.
- To ensure that volunteers have the chance to make a positive contribution to Crewe United and develop new skills.
- The work of the volunteers should complement that of paid staff; participation can ensure that this is, in fact, the case.

Possible areas of participation include:

- Coaching
- Supporting School of Football
- Assisting in the collation and dissemination of information.
- Promotion of the club to the wider community.
- Recruitment of other volunteers.
- Supporting club activities
- Club mascot
- Club Photographer
- Database management
- Fundraising including grant applications
- Event Organiser
- Matchday Entertainment Organiser
- Producing newsletters.

8. Additional Information

Crewe United Volunteers' Database

A register detailing all volunteers of Crewe United will be maintained. This will be reviewed on an annual basis.

Evaluation

Crewe United will on an occasional basis conduct an evaluation to monitor the opinions of the club's volunteers. This survey will evaluate the extent to which a volunteer believes their contribution is recognised and is a positive experience.

Expenses

To ensure volunteering is accessible to all, Crewe United aspires to reimburse volunteers for travel expenses. This will normally be public transport costs or a mileage allowance. Other reasonable out of pocket expenses may also be reimbursed if previously agreed.

Insurance

All volunteers are covered by Crewe Uniteds' insurance whilst engaged in their agreed roles. It is the responsibility of the volunteer to inform their motor insurance company if they are using their car during their volunteering role.

Health & Safety

Volunteers will be made aware of Crewe Uniteds Health & Safety Policy and will be given relevant information and/or training on this as appropriate to their role.

Grievance & Disciplinary

A copy of Crewe Uniteds grievance and disciplinary policy is available on request.

Complaints Policy

A copy of Crewe Uniteds' complaints policy is available on request