**Template volunteer welcome pack**

This is a template and should be adapted to suit the needs of the organisation. The **text in bold** is a suggested framework for the handbook.

**Disclaimer: Please remember that our resources reflect core governance principles and good practice but do not constitute legal advice.**

LOGO

**Welcome to the Team**

An introduction to volunteering for *NAME*

Thanks very much for offering to give us some of your valuable time and expertise as a member of the Volunteer Team. Our Volunteer Coordinator *(name and contact details)* will be in touch very soon to arrange to meet with you. In the meantime, we hope that this pack will provide some useful introductory information.

Volunteers are very important to *NAME* and are seen as part of the team alongside our paid employees/committee. We recognise that volunteers get rewards in many ways – friendship, a new challenge, a qualification, giving something back, just enjoying being involved, a change from the ‘day job’ – or it might just be better than sitting in the car waiting for your children! We want to be sure that you enjoy your voluntary role and reap the rewards that motivated you to volunteer in the first place.

**Our promise to you**

We will:

* Treat you with respect at all times
* Support you as you settle into the team and your role
* Give you feedback on your progress and the difference that you are making
* Make good use of your valuable time and expertise
* Accept the limitations on the time you are able to give - we won’t pressure you into taking on more than you are willing or able to do
* Provide you with one point of contact should you have any concerns or need any assistance

**What we ask of you**

We hope that you will

* Only take on what you can reliably deliver – if you can only give a couple of hours a month, we will be grateful – as long as you can stick to those couple of hours and turn up reliably!
* We’re all busy people and sometimes life doesn’t go according to plan. PLEASE let us know as soon as possible if you can’t turn up or do what you have undertaken to do. This will help us to ask another volunteer to cover for you.
* Provide us with feedback about your experience as a volunteer, so that we can understand what we do well and how we can improve
* Help us to maintain our very high standards of care for everyone involved in the Club by reading and following our Safe Practice policies. These can be found on the website, or by asking the volunteer Coordinator for printed copies.
* We will understand if you decide that volunteering with us is not right for you, but please let us know – don’t just disappear!

**Who does what?**

The Volunteer Coordinator will give you a short description of your role (in writing for some of the more complex roles) and introduce you to other volunteers who do the same or a similar role.

If possible, we’ll arrange for you to volunteer alongside someone else for the first couple of duties so that you have an opportunity to ask any questions and find your way around your new role.

There are many different voluntary roles. You may not enjoy the first role you take on, so if you want to progress or to try something different, please just ask what’s available.

**Expenses**

It is important that nobody should be out of pocket through their voluntary role. We will reimburse reasonable costs as long as they have been approved in advance. Please ask the Volunteer Coordinator for details of allowable expenses.

**Confidentiality**

We will ask you for some personal information such as your address, and contact details Please let us know your preferred method of being contacted – by phone, email or text, and any times when you would prefer not to be contacted, for example, during working hours, or around the children’s bedtime!

We have a General Data Protection policy in place[[1]](#endnote-1), which governs the way in which we protect your personal information.

**Safeguarding**

Our Safeguarding Policy [[2]](#endnote-2)states that for some roles, volunteers must have a Disclosure and Barring Service (DBS) check *(or Disclosure Scotland/Access NI as relevant*). This helps to protect our young and vulnerable members and you as a volunteer. The Volunteer Coordinator will discuss this with you and if required, we will arrange this with you.

**Keeping in touch and up to date with all the news**

In addition to our Facebook/WhatsApp/Web site - we have a dedicated volunteer team Facebook page *(details).* We use this page to keep in touch with all our volunteers, to share experiences and to recognise and celebrate the incredible value of the volunteer team. If you’re not into social media – don’t worry, we also produce a monthly/quarterly volunteer team newsletter.

Volunteers are very welcome at all sporting and social events and especially at the volunteer team get-togethers.

We may not always remember to say it, but we really are pleased to have you as part of the team.

Thank You

**Contact details**

Volunteer Coordinator:

(Best time to contact)

Chairperson/Manager:

Facebook link:

Website:

National Governing Body website – *link to Coach Education information*

1. If this is an online document, please link to policy. Otherwise, please make sure that there is an available copy of the policy for the volunteer to read. [↑](#endnote-ref-1)
2. If this is an online document, please link to policy. Otherwise, please make sure that there is an available copy of the policy for the volunteer to read. [↑](#endnote-ref-2)