

POLICY

Kingswood Sports CIO Volunteer Management Policy

Policy Number	KS-VM-01
Effective Date	September 2026
Review Date	September 2027
Approved by	Board of Trustees
Version	1.0

1. Purpose

This policy outlines the principles and procedures for recruiting, managing, and supporting volunteers at Kingswood Sports CIO. Volunteers are integral to achieving our mission, and this policy ensures that their contributions are valued, supported, and managed effectively.

2. Scope

This policy applies to all volunteers at Kingswood Sports CIO, including regular, occasional, and one-time volunteers.

3. Definitions

Volunteer: An individual who freely offers their time, skills, and experience to support the activities of Kingswood Sports CIO without receiving financial compensation.

4. Policy Statement

- Kingswood Sports CIO is committed to providing a supportive and rewarding volunteer environment.
- Volunteers will be treated with respect and gratitude for their contributions.
- The Charity will ensure that volunteers have clear roles and responsibilities and the support needed to fulfil their duties effectively.

5. Recruitment and Selection

Equal Opportunities:

- Kingswood Sports CIO is committed to equal opportunities and diversity. Volunteer recruitment is open to everyone regardless of age, gender, disability, race, ethnicity, religion, sexual orientation, or socioeconomic status.

Application Process:

- Potential volunteers will complete an application form and participate in an informal interview to assess their suitability and interest in volunteering with the Charity.
- References may be required, and roles involving vulnerable individuals require a Disclosure and Barring Service (DBS) check.

Role Descriptions:

- Clear role descriptions will be provided to all volunteers, outlining their responsibilities, tasks, and expectations.

6. Induction and Training

Induction:

- All volunteers will receive an induction to introduce them to the Charity, its mission, values, and policies. This includes a tour of the facilities and an introduction to staff and other volunteers.

Training:

- Volunteers will receive relevant training to ensure they are confident and competent in performing their duties. Ongoing training opportunities will be provided to enhance skills and knowledge.

7. Support and Supervision

Volunteer Coordinator:

- A designated Volunteer Coordinator (Line Manager) will support and supervise volunteers. The Coordinator will be the main point of contact for volunteers.

Regular Meetings:

- Regular meetings will be held between volunteers and the Volunteer Coordinator to discuss progress, provide feedback, and address concerns.

Support Systems:

- Volunteers will have access to the necessary resources and support to perform their roles effectively, including access to relevant information, tools, and equipment.

8. Recognition and Reward

Acknowledgement:

- Volunteers' contributions will be formally acknowledged through various means, including thank-you events, certificates, and public recognition.

Feedback:

- Volunteers will be encouraged to provide feedback on their experiences, which will be used to improve the volunteer program.

Development Opportunities:

- Volunteers will be offered personal and professional development opportunities, including additional training, mentoring, and involvement in new projects.

9. Problem Solving and Dispute Resolution

Addressing Issues:

- Any issues or concerns about volunteers will be addressed promptly and fairly. Volunteers can discuss any problems with the relevant program lead.

Disciplinary Procedures:

- In cases of serious misconduct, a formal process will be followed, which may result in the volunteer being asked to leave the program.

Appeal Process:

- Volunteers have the right to appeal decisions regarding their involvement with the Charity. The Board of Trustees will review appeals.

10. Health and Safety

Safe Environment:

- The Charity is committed to providing a safe and healthy environment for volunteers. Health and safety policies will be explained during the induction process.

Accidents and Incidents:

- Volunteers must report any accidents or incidents immediately to their supervisor. An accident book will be maintained to record all such events.

11. Confidentiality

Data Protection:

- Volunteers must adhere to the Charity's confidentiality policy and data protection regulations. Personal information about volunteers will be stored securely and used per data protection laws.

Confidential Information:

- Volunteers may have access to confidential information during their duties and are expected to maintain confidentiality at all times.

12. Monitoring and Review

- The Board of Trustees will review this policy annually to ensure its effectiveness and relevance.
- The review process will consider feedback from volunteers, staff, and beneficiaries.

13. Contact Information

For any queries or assistance regarding this policy, please contact:

Volunteer Coordinator:

Community Sports Programmes - Paul.Richardson@kingswoodsports.co.uk

Kingswood United Football Club - Paul.Richardson@kingswoodsports.co.uk

Kingswood Knights ARLFC - Mickey.Hoult@kingswoodknights.co.uk

Chair of the Board of Trustees:

Mike Corlyon - mike.corlyon@kingswoodsports.co.uk

Approved by:

Mike Corlyon

Chair of the Board of Trustees

Kingswood Sports CIO

This policy ensures that Kingswood Sports CIO effectively manages and supports its volunteers, recognising their invaluable contributions to the Charity's mission and operations.