



Caerphilly Tennis Club Volunteer Recruitment and Retention Policy

Created: 3rd March 2016

Last Updated: 28th February 2021

Next Review: February 2023 (or earlier if legislation/guidance changes)



Caerphilly Tennis Club

Volunteer Recruitment and Retention Plan

The aim of this policy is to outline the open and transparent process of recruiting volunteers as well as steps to resolve any issues that may arise. This policy is fully supported by the management committee who are responsible for its implementation and review.

Recruitment Process

The following areas are taken into consideration when recruiting a volunteer:

- 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 the volunteer co-ordinator and/or 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 DBS check will be made (if the role involves working with children in any capacity) and references will be taken up.

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 roles and responsibilities
- A copy of CTC's existing policies:

Retention - maintaining standards

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

making their contribution. If your work as a volunteer does not meet with our standards, the following steps will be taken:

- An initial meeting with a member of the management committee 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 your work still does not meet with the standards, then the management committee shall have to stop using your services.

Retention - resolving problems

If you are dissatisfied with any aspect of your work you should:

- Give an initial explanation of your dissatisfaction to a member of the management committee.
- If that does not resolve the issue, then a meeting with the chairperson of the management committee should follow.
- If, after this, we are still unable to resolve your grievance, then it would be inappropriate for you to continue as a volunteer.

At all times, you will be free to state your case and a friend can accompany you.