



Registered Charity No. 1125878

POLICY TITLE:	Volunteer Policy
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QUERIES:	Caroline Farnell (HR)
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Volunteer Policy

1 Recruitment

Crystal Palace FC Foundation will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities Policies. The applicant will have to complete an application form, but help can be given with this if necessary. The applicant will be interviewed by a Line Manager and if this is successful then two references asked for will be taken up.

A criminal records check with the Disclosure Barring Service will be made for every volunteer.

2 Induction and Training

All Volunteers will be required to attend an induction programme. This will include:

- The role of the volunteer
- A list of all staff members and volunteers
- a list of all Management their roles and other relevant links to subsidiaries

- Copies of all the relevant policies including this Volunteer policy and others including, Confidentiality, Health and Safety, Equal Opportunities, Harassment and Bullying etc.
- Essential procedures i.e. timekeeping, rota etc.
- Induction training and details of on-going training
- Information about the relevant Code of Practice
- Other information as appropriate.

There will be a trial period of 6 months to give the organisation and the volunteer time to discover if they are suited to each other. A review will be made midway through the trial period and also at the end.

3 Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses, if required, will be reimbursed. In order to claim expenses, an expenses form must be completed and given to your Line Manager.

4 Support

The Line Manager allocated to a volunteer and other volunteers will offer support to the volunteers. There will be a briefing session at the beginning and a de-briefing at the end of each session where necessary.

The Line Manager will support all volunteers and will have regular meetings with the volunteers to discuss any problems or issues that may arise.

5 Insurance

The organisation has a valid insurance policy which you are advised to read.

6 Confidentiality

This organisation's process requires an explicit confidentiality policy, which all workers, including Management, volunteers and staff, are obliged to observe

7 Resolving Problems

The relationship between the organisation and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to the clients who use it, and it is also important that volunteers should enjoy making their contribution to this service.

If your role as a volunteer does not meet with the organisation's standards, here is how it will be dealt with:

1. Initially with a meeting with the Line Manager who was allocated to you who will explain the concerns.
2. If this does not resolve the concern then a meeting with another member of management will be convened.
3. If your work still does not meet with our standards then we shall have to stop using your services.

At all times you will be able to freely state your case and can have a colleague to accompany you.

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

1. Initially explain your dissatisfaction with your Line Manager
2. If that does not resolve the concern then a meeting with another member of management should be convened
3. If that does not resolve the issue then a formal meeting with the member of Management should follow.
4. If after this, your dissatisfaction remains unresolved, and we are unable to resolve your grievance, then it would be inappropriate for you to continue to be a volunteer.

At all times you will be freely able to state your case and can have a friend to accompany you.

This Volunteer policy is freely accessible to all. It will be reviewed on a yearly basis to adapt or improve it.