



Volunteer Policy

Document 049 Rev 2

For swimming to succeed in achieving its vision and objectives it relies profoundly on the skills, knowledge and commitment of its volunteer workforce. Volunteers are vital in supporting participants, clubs, club members, and coaches as well as aspiring young athletes. Without such dedicated and enthusiastic people growth and success will not be possible.

The aim of this policy is to set out standards about how the Club works within the ASA framework with volunteers that are directly involved with the organisation at a national and regional level. It is also the aspiration of this policy to encourage good practice for the support and supervision of volunteers who work within the wider swimming community and the ASA's affiliated clubs.

The intention is that it will provide clarity and consistency for volunteers working with central and regional departments within the ASA and establish a basis for the involvement of volunteers across the sport. It will also help to ensure that the ASA understands the role of our volunteers and the importance they have within our organisation.

1. Volunteer Opportunities

Volunteering roles can be advertised on our website. Example role descriptions are also available for volunteers to download from our website www.telfordaquasc.co.uk

Telford Aqua SC Volunteer Coordinator or an appropriate alternative will be available to talk to prospective volunteers who are new to the Club to discuss what they would like to do, and how their skills and motivations can be best matched to the Club's needs. For further information please contact the Telford Aqua SC Volunteer Coordinator, or one of the Committee members.

2. Introduction and training

All volunteers working within Telford Aqua SC will be able to access the Club's Volunteer Policy and Volunteers Charter online or from their named contact person. The Club's named contact person working with the volunteer will be responsible for welcoming new volunteers and helping to coordinate any training needs that are identified and agreed by the volunteer and Club named contact person as necessary for the volunteer role.

3. Supervision and support

Volunteers will be offered the opportunity to talk with their Club named contact person to discuss any questions, concerns and future aspirations. Volunteers will also have a named contact person who will be responsible for supporting him or her during their volunteering role.

4. Equal opportunities and diversity

Equal opportunity is about celebrating difference and diversity and as such providing a swimming structure that can respond to this in a positive and proactive manner. Telford Aqua SC Equal Opportunities policy applies equally to paid staff and volunteers. For further details please contact the Telford Aqua SC Volunteer Coordinator, or one of the Committee members.

5. Health and Safety

Telford Aqua SC, through the ASA understands its responsibility to both its volunteers and members and under Common Law recognises a duty of care in respect of health, safety and welfare for its affiliated members and volunteers. For further information see the ASA Health, Safety and Environmental Policy in the ASA Policy Manual on www.swimming.org/asa or speak to your named contact person.

6. Expenses

Telford Aqua SC cannot set an amount for reimbursing expenses. Any payment of expenses is at the discretion of the Treasurer and will not be automatically met. Telford Aqua SC is a voluntary run Club with limited funds. It is therefore recommended that any planned expenditure is discussed with the Treasurer prior to payments made. Receipts will be required for any expenses reimbursed.

7. Insurance

All volunteers must be members of Telford Aqua SC to benefit from insurance cover. Telford Aqua SC and its members and volunteers are insured whilst participating in activity recognised and/or authorised by the Association. Volunteers will be covered for civil and employers' liability insurance. Personal accident insurance covers volunteers up to 70 years old, is limited for those aged between 70 and 75 and is not available to those aged over 75 years old. Insurance will last for 12 months from the date of affiliation. For further information visit www.swimming.org/asa

8. Confidentiality

Volunteers are required to respect the principles of confidentiality. The only exception to breaking this confidentiality is to report concerns relating to child and adult protection. Information will be treated as confidential on the grounds that they contain information relating to:

- An employee, former employee or potential employee, or
- A particular applicant or recipient of any services provided by the Association, or
- The financial business affairs of any particular person, or
- The amount of expenditure proposed to be incurred by the Association under a contract, or
- Any person subject to Code of Ethics, Child Protection or Doping Control Protocols and/or
- Any other information, the publication of which might be prejudicial to the interests of Telford Aqua SC or ASA.

9. Resolving Problems and Complaints

All volunteers will be expected to adhere to Telford Aqua SC Volunteer Charter and fulfil the agreed Role Description where appropriate.

The Club will try to resolve any problems as soon as reasonably practical. Telford Aqua SC Constitution outlines the procedure for filing a complaint. A complaint can be for a breach of Club's constitution, ASA Law, ASA rules, a breach of the Code of Ethics or any issue that appears to have created an "unjust" situation.