

## The Harlequins Foundation Volunteer Policy

### **The Foundation's Mission:**

The Harlequins Foundation uses sport to empower communities to identify and implement opportunities for all, through education, entrepreneurship and skills development. Our focus is on inspirational, sustainable and transformative solutions in the fields of inequality, health, young people and the most vulnerable in society.

### **Our Vision:**

To use sport to educate, inspire and empower our local and global communities.

We deliver Premiership Rugby Funded Programmes such as Move like a Pro, Project Rugby, and Hitz, utilising our ability to bring rugby to new audiences, and improve the lives of people in our local area.

We are also incredibly proud of our own flagship programmes. Switch – a women and girls project which aims to develop tomorrow's female leaders, and METTLE – a project that develops skills and knowledge and encourages improvements in physical health and mental well-being.

The Harlequins Foundation is wholly committed to using Rugby and the Harlequins Spirit to build brighter futures, but we can only achieve this with the support of the public and corporate sponsors who allow us to develop, deliver and grow to have the positive impact we are committed to achieving.

### **Volunteer Involvement:**

We highly value the vital role that volunteers play within our organisation and appreciate that the hard work and time they give, enables us to deliver our services and ultimately achieve our goal of having a positive impact on the lives of 1 million people by 2023.

What we aim to do:

- Encourage voluntary activity, and therefore take a lead on involving residents and those in the local community as volunteers to help deliver our services.
- Engage people from all walks of life and all communities, who can bring their different skills and experiences to our club.
- Encourage the different influences and insights volunteers bring to the organisation, in turn, reflecting the views of the local community.

### **Who is a volunteer?**

A volunteer is any individual who undertakes unpaid activities on behalf of an organisation of their own accord.

Volunteers may be involved in short or long-term activities or as a one off. Typical activities may include:

- **Administrative Tasks.**
- **Support at The Stoop on match days.**
- **Fundraising Efforts.**
- **Active involvement/ Participation in events hosted by The Foundation.**
- **Finance admin support.**
- **Being a trustee.**
- **Supporting the delivery of sessions.**

### **Roles and Responsibilities**

Each volunteer will be supported and supervised by a member of staff within their designated volunteering role. The supervisor will provide guidance, support and supervision to the volunteer to ensure that their experience is both positive rewarding.

Volunteers can expect:

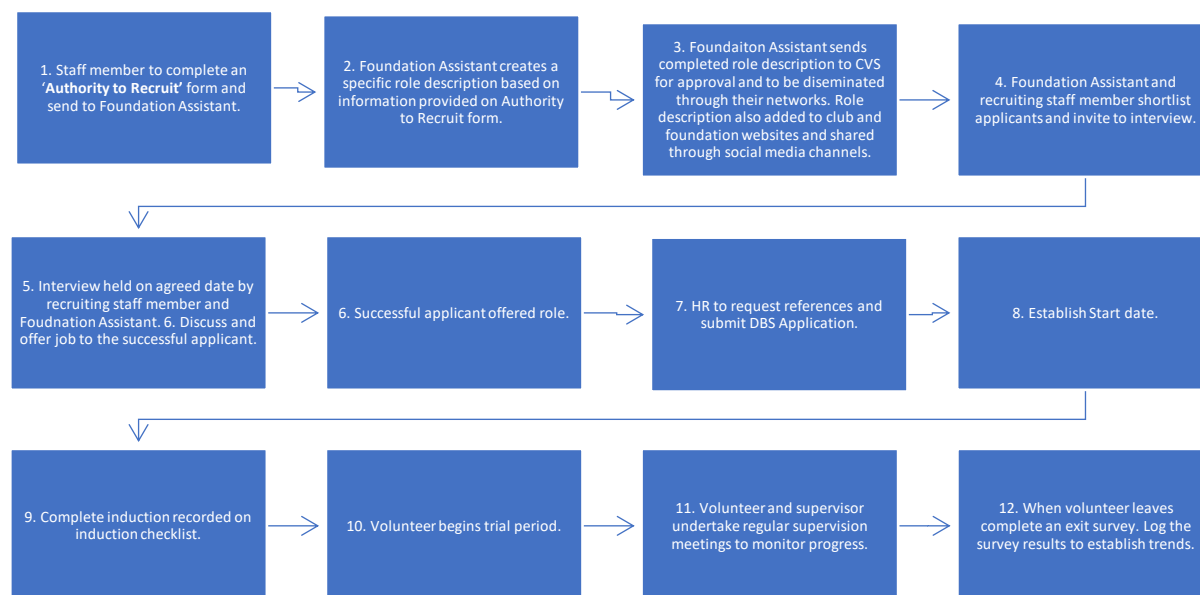
- To have clear information about what is and isn't expected of them
- To receive adequate support and training
- To be insured and to volunteer in a safe environment
- To be treated with respect and in a non-discriminatory manner
- To receive reimbursement for certain travel and meal 'out of pocket' expenses
- To have opportunities for personal development
- To be recognised and appreciated
- To know what to do and who to go to if something goes wrong

The organisation expects volunteers:

- To be reliable, open and honest
- To uphold the organisation's values and comply with organisational policies
- To make the most of opportunities given, e.g. for training
- To contribute positively to the aims of the organisation in every way
- To carry out tasks within agreed guidelines
- To adhere to Harlequins confidentiality policy at all times

## Recruitment

Recruitment will consist of a quarterly process where staff members will have the opportunity to submit an 'Authority to Recruit' form to advertise a volunteer role within their respective programmes. Once the role description has been approved it will be shared through local networks and on our website and social media channels. Volunteers will be directed to the application form on our website, to be completed and returned to [foundation@harlequins.co.uk](mailto:foundation@harlequins.co.uk). All applicants will be short listed and invited for interview. The Harlequins Foundation is committed to safeguarding the welfare of children and young people. As a result all volunteer roles will be subject to receiving two satisfactory references and an Enhanced Disclosure and Barring (DBS) check.



## **Equal Opportunities and Diversity**

Equal opportunities principles will be adhered to when recruiting volunteers and an additional form will be used to record monitoring information for our Equal Opportunities Policy.

All applicants will be responded to within five days of the closing date of any role advert. Where applicants are not able to be placed into their preferred role, feedback will be provided and the opportunity to discuss other potential areas for future involvement.

## **Induction and Training**

Each volunteer will receive a full induction. (refer to induction checklist).

## **Support and Supervision**

We understand that a good working relationship between paid staff and volunteers is valuable and will provide each volunteer with adequate support from a number of staff at The Foundation. Training will be informal and take place on the job as and when required. Volunteers will receive guidance throughout their volunteering experience from their supervisor and others within the team. Formal training will take place if necessary, dependent on the task and/or role.

Each volunteer will have a named supervisor who will act as their main point of contact for The Foundation. Their supervisor will be responsible for training and supervising them, as well as giving feedback and answering queries. They will also plan tasks and activities for the volunteer. Other members of The Foundation team will also be available to support. Each Volunteer will have the opportunity to meet regularly with their supervisor to allow for an opportunity to voice any queries or concerns as well as to give a summary update on their experience of volunteering at The Harlequins Foundation.

## **Recognition**

The Harlequins Foundation values highly the contribution of all volunteers and will seek to encourage the opportunity to share experiences of volunteering with us.

## **Confidentiality**

All volunteers are bound by the same requirements for confidentiality as staff, as laid down in any Harlequins confidentiality policy. Volunteers who will have access to confidential information will be asked to sign a confidentiality agreement. Breach of confidentiality is taken very seriously and may result in us asking the volunteer to leave. We are bound by the Data Protection Act to ensure that we treat volunteer information with respect. Only staff who need to see information for purposes related to volunteer involvement will be able to access it. We will not pass information on without permission.

## **Expenses**

The Foundation agrees to reimburse 'out of pocket' travel and lunch expenses. It is the policy of The Foundation to reimburse relevant volunteers' expenses against the production of valid receipts or proof of travel payments. Oyster card expenses, or any other form of personal or public transport expenditure, will be paid up to a maximum of £8.00 per day. Volunteering for an all-day session (over five hours) outside of the Harlequins Foundation offices - such as an event – volunteers are entitled to claim meal expenses up to the value of £5.00. Evidence of valid receipts must be provided. Volunteers are not allowed to accept gifts of any kind from The Harlequins Foundation.

## **Problem-solving Procedure**

A grievance is any concern, problem, or complaint that you have in relation to your volunteering. The Harlequins Foundation acknowledges that sometimes problems do arise and where possible, you should try to settle any grievance informally with your volunteer supervisor at the earliest opportunity. Where any

grievance is unable to be resolved informally, the Club's Grievance Procedure will be followed. Volunteers will be made aware of the policy during the induction period and will be given access to a copy of this policy for future reference.

### **Health and Safety**

The Harlequins Foundation appreciates that all staff and volunteers have the right to work and volunteer in a safe environment. Therefore, all staff and volunteers must carry out their tasks in line with Harlequins Health and Safety Policy. Volunteers are covered by The Harlequin FC. Public Liability Insurance.

### **Moving On**

If volunteers decide to leave their role, or when their volunteering comes to a natural end, they will be asked to complete an exit survey to provide feedback on their volunteer experience. They will also be given the opportunity to discuss their responses in more detail if they wish to do so. Responses from exit surveys will be anonymised and remain confidential.

### **Diversity**

All volunteers should read and understand the equal opportunities and diversity policy. Volunteers are always expected to comply with this policy. The Club recognises the benefits of a diverse workforce and is committed to providing a working environment that is free from discrimination. Unlawful discrimination of any kind within the club environment will not be tolerated and the necessary action will be taken to prevent its occurrence.

### **Volunteer Agreement**

Volunteers should understand that during their involvement with the Harlequins Foundation a reciprocal set of expectations and mutual support and trust is held. The policies that outline this voluntary placement are that of the clubs. Therefore, in some circumstances the use of language such as 'employment' and 'work' may be used within these policies. Although Volunteers are subject to these policies, it is essential for volunteers to understand that volunteering for The Foundation is in no way a contract and there is no obligation to complete any tasks other than those on your own accord.

**Date: 12/11/2018**

**Signed:**

**Planned Review date: 12/11/2019**