

# Helping people with cerebral palsy to fulfil their potential through sport



## Volunteering for Cerebral Palsy Sport

Welcome to volunteering for Cerebral Palsy Sport. As a volunteer, we thank you for contributing your time and energy to support the charity achieve our vision. This vision is support people with cerebral palsy to reach their life potential through sport and active recreation. We are all working towards this vision and it is at the heart of everything we do.

Volunteering at Cerebral Palsy Sport can cover a many different activities from being a sporting official to a trustee on the board, from educating to fundraising. We recognise that volunteers bring a wide range of skills and experiences to the roles they undertake. We want volunteering for Cerebral Palsy Sport to be a rewarding and worthwhile experience and we are committed to supporting you throughout your time with us. This is where this document comes in. It is about how we all work together and support each other to achieve more than we could individually.

Thank you for your commitment to Cerebral Palsy Sport and our life changing work.

Ali Talbot  
Chief Executive

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## 1. Purpose of this document

Cerebral Palsy Sport is committed to good practice in volunteer management. The purpose of this document is to provide a good practice framework for the involvement of volunteers in the work of the organisation. It outlines the volunteer management standards we are committed to achieving and maintaining. It also ensures that volunteers understand the standards that they can expect while at Cerebral Palsy Sport.

Volunteers will be provided with a copy of this document and any referenced in it. Copies of this and all the volunteering related documents are available through your staff contact.

## 2. Our vision for volunteering

Cerebral Palsy Sport recognises that volunteers are a major resource, who make vital contributions towards the organisation achieving its strategic aims and objectives. We are committed to encouraging and supporting the involvement of **our** volunteers and recognise that the support they provide is essential to our work.

## 3. Our commitment to volunteering

We believe that our organisation and people who have cerebral palsy benefit from the involvement of volunteers, who provide invaluable support, skills, experience and ideas.

We believe that volunteering can be a positive experience for all and of mutual benefit to both the organisation and the volunteer. We will ensure that we meet good practice in volunteer management, offer worthwhile volunteering opportunities, the chance to gain new skills and experience and involve volunteers in all areas of our work, where appropriate.

## 4. What is volunteering?

We define volunteering as a person in a formal relationship between us and an individual, who gives their time and skills unpaid to undertake a defined volunteer role to deliver the work for Cerebral Palsy Sport.

This document will cover activities that meet the following criteria:

- Someone who give their time and skills to deliver the work of the organisation at the request of and on behalf of Cerebral Palsy Sport.
- Is unpaid
- Is entitled to claim reasonable 'out-of-pocket' expenses
- Freely chooses to give their time

## 5. The role of volunteers at Cerebral Palsy Sport

Our vision is that everyone with a physical disability should be able to access sports of their choice and this is at the heart of everything we do.

The primary role of Cerebral Palsy Sport volunteers is to support and enable the organisation to achieve this vision. This could be in a whole host of ways such as administrative support for marketing, to marshalling at events, raising money with local groups or coaching a sporting event.

## 6. Volunteer recruitment

Cerebral Palsy Sport is committed to ensuring our volunteering opportunities are open to all and that our volunteer recruitment procedures are consistent, fair and transparent at all stages.

Volunteers will be asked to complete an application form relevant to their role. Depending on the role, a volunteer recruitment meeting will usually be carried out to ensure the potential volunteer understands

the role and to ensure they are suitable for it. This meeting may take place over the telephone. References will also be taken in some cases.

Some of our volunteer roles will require the volunteer to undergo a criminal records check (known as a Disclosure and Barring Service check) as part of our Safeguarding Policy.

There is no upper age limit for volunteers however we do have a minimum age restriction of 18 for volunteer roles except when volunteers are part of an external group or accompanied by a parent/carer. This is to ensure we do not put young volunteers at unnecessary risk.

All existing, new or potential volunteers will have access to details about our volunteer recruitment procedure, including information on our selection process, volunteer job descriptions, recruitment meetings and reference procedures. These procedures are designed to ensure volunteers have the opportunity to learn about the volunteer role and make sure it is right for them before committing. As well as ensuring we have selected the right volunteers for the right roles.

## 7. Induction, learning and development

Cerebral Palsy Sport is developing a volunteer induction programme which will provide volunteers with information about the Cerebral Palsy Sport and their volunteer role. The aim of the induction is to make sure volunteers feel welcomed, comfortable and supported, and provide them with the opportunity to ask questions related to volunteering at the organisation.

We want to ensure that all volunteers are equipped with the knowledge and skills to perform their role effectively.

## 8. Support

Cerebral Palsy Sport believes that volunteers should feel supported throughout their time with the organisation and are committed to ensuring appropriate support structures are in place.

We recognise that volunteers can give their time in different ways and are able to support the organisation in a wider range of roles.

All volunteers will have access to a staff contact to provide support and guidance. The staff contact will offer volunteers the opportunity to discuss their role and any issues or concerns they may have as well as their successes, progress and learning needs.

## 9. Volunteer expenses

Volunteers should not be disadvantaged in any way by volunteering for Cerebral Palsy Sport, including financially.

We will reimburse all reasonable out-of-pocket expenses incurred through carrying out volunteering activities that are in line with Cerebral Palsy Sport's Volunteer Expenses Policy.

## 10. Working together

Cerebral Palsy Sport is committed to encouraging a safe and supportive environment for all of our volunteers and staff. This can only happen when everyone is committed to working together effectively and collaboratively and in the spirit of our values.

We therefore ask that everyone agrees to and adopts the following:

Cerebral Palsy Sport values	Behaviours that come from our values. Together we will:
Respectful	<ul style="list-style-type: none"><li>Remain professional at all times</li></ul>

To respect yourself and others at all times and treat others with dignity.	<ul style="list-style-type: none"> <li>• Respect different and diverse views</li> <li>• Respect individuals as colleagues and recognise their roles and responsibilities.</li> </ul>
<b>Equality</b> Treat everyone equally, with fairness, parity and without discrimination, prejudice and bias.	<ul style="list-style-type: none"> <li>• Act as a role model, always treating others as equals</li> <li>• Challenge discrimination whenever it is identified</li> <li>• Act as an enabler, mentor and motivator for others</li> </ul>
<b>Understanding</b> To listen and respond positively to our members, partners and supporters.	<ul style="list-style-type: none"> <li>• Act as a critical friend for others</li> <li>• Contribute to discussion and development of the organisation</li> </ul>
<b>Caring</b> Showing care and consideration to everyone.	<ul style="list-style-type: none"> <li>• Encourage and empower each other</li> <li>• Work together and be mindful of the strengths others bring to the team</li> </ul>
<b>Inspiration</b> To act as a positive role model for others.	<ul style="list-style-type: none"> <li>• Lead by example and role model good practice</li> <li>• Be creative and supportive of new ideas</li> </ul>
<b>Integrity</b> To act at all times with integrity, honesty and sincerity.	<ul style="list-style-type: none"> <li>• Positively represent the organisation in all aspects of your work</li> <li>• Be confident, friendly and always act with integrity.</li> </ul>

To further ensure that our volunteers have a positive experience Cerebral Palsy Sport will also:

- Ensure volunteers have a good understanding of Cerebral Palsy Sport
- Provide volunteers with full information about their role
- Provide safe volunteering conditions and ensure volunteers are covered by adequate insurance
- Ensure volunteers are recognised and valued

## 11. Problem solving

Cerebral Palsy Sport is committed to ensuring that all volunteers have a positive and rewarding experience. Part of making sure that this happens is recognising that problems can occur and ensuring that when they do, there is a fair and consistent process for resolving them.

We have developed a Problem Solving Policy and procedure which provides a framework for resolving problems involving volunteers in an open, fair and timely manner. It is important that all volunteers feel confident about raising concerns and have a thorough understanding of the process should an issue involving them be raised.

## 12. Complaints

Cerebral Palsy Sport are committed to ensuring all complaints are handled consistently. This procedure does not cover situations where a volunteer is raising a complaint about another volunteer. In these situations, the problem solving policy should be used.

All complaints are treated confidentially and will be dealt with openly, fairly and in a timely manner to:

1. Minimise any disruption to volunteers, staff and organisational activity
2. To protect the reputation of Cerebral Palsy Sport

We will always try to resolve complaints informally before moving onto a formal resolution process.

### 13. Health & Safety and insurance

Cerebral Palsy Sport is committed to ensuring volunteers have a safe environment in which to volunteer and are not exposed to unnecessary risks.

The organisation's Board of Trustees has overall responsibility for health and safety. All staff and volunteers also have a responsibility to ensure that they act safely and do not expose themselves or others to any unnecessary risks. All volunteer roles will be risk assessed and any risks identified as part of this process will be shared with volunteers.

Cerebral Palsy Sport volunteers using their own private vehicles for volunteering purposes are personally liable for any accident or incident. They must ensure that their own private motor insurance is comprehensive and permits travel for the purpose of volunteering appropriately.

Cerebral Palsy Sport volunteers are covered under our insurance arrangements. However, volunteers have a responsibility not to expose themselves and others to any unnecessary risks while volunteering. If in doubt or for further information volunteers can speak to their staff contact.

### 14. Safeguarding

Due to the nature of our work, some of the people volunteers come into contact with could be considered vulnerable or at risk. We take the safeguarding of vulnerable people very seriously and have a comprehensive Safeguarding Policy and procedure in place.

We will support our volunteers with regards to safeguarding and are committed to providing them with advice and appropriate training about best practice in this area. Volunteers should ensure that they are familiar with our Safeguarding Policy and procedure and know who to contact if they have a concern about safeguarding.

### 15. Equal opportunities and diversity

Cerebral Palsy Sport is committed to promoting equality and valuing diversity throughout all our work and culture. We welcome a wide range of volunteers from diverse backgrounds and are working to ensure equal opportunities for all.

### 16. Confidentiality and data protection

Everyone involved with Cerebral Palsy Sport has the right to confidentiality and we are committed to integrating the principles of confidentiality throughout the organisation.

Some volunteers may have access to information of a confidential nature as part of their roles. Confidential information is held on trust and should not be discussed outside Cerebral Palsy Sport and must not be used by volunteers for their own purposes.

Cerebral Palsy Sport is registered under the Data Protection Act 1998 because we hold information about our members. Personal details of staff, volunteers and members should at all times be treated in the strictest of confidence and in line with Data Protection legislation.

### 17. Rewarding, recognising and valuing volunteers

We could not deliver the work of Cerebral Palsy Sport without volunteers and are committed to ensuring volunteers and their contributions are rewarded, recognised and valued appropriately across the organisation.

Cerebral Palsy Sport is committed to ensuring that rewarding and recognising volunteers is sensitive, appropriate and recognises all contributions, no matter how big or small.

To reflect the diversity of ways in which people volunteer we reward, recognise and value Cerebral Palsy Sport's volunteers in a variety of ways including:

- Saying "thank you" in person and publically, through our website and relevant publications
- Nominating our volunteers for national awards and recognition opportunities
- Volunteer Recognition Scheme

## 18. Moving on from a volunteer role

Most volunteers greatly enjoy their volunteering experience with us and some continue in their roles for a number of years. However, we recognise that volunteers may wish to leave their roles for a wide variety of reasons. Equally, there may also be times when Cerebral Palsy Sport will need to end a volunteer role because of changes in circumstance, funding or organisational structure.

We ask volunteers, where possible to let their staff contact know when they would like to leave so that we can put any necessary measures in place. We greatly value the opportunity to learn from people who have volunteered with us, so that we can continue to improve our volunteer experience at Cerebral Palsy Sport. Before volunteers leave they will be invited to complete a moving on form and be given the opportunity to discuss any feedback they may have in confidence.

We also recognise that volunteers may need to take a break from volunteering at times due to certain circumstance and will support them to do so. Volunteers should let their staff contact know if they would like to take a break.

If Cerebral Palsy Sport needs to end a volunteer role, the volunteer will be given as much notice as possible. They will then have the opportunity to discuss how they feel about the situation with their staff contact and will be informed of any alternative volunteer roles available that they may wish to apply for.

## 19. Communications

Effective communication with volunteers is vital to the success of volunteer involvement. All communications with volunteers should encourage a culture of open dialogue and sharing of information and ideas between volunteers, staff and people who have cerebral palsy.

Volunteers will be kept up-to-date with any information relevant to their roles by their staff contact. Important organisational developments and issues are communicated through a range of communication tools including email updates and our website.

## 20. Reviewing this document

From 2015, this policy will be reviewed annually using the expertise of volunteers and staff.

## 21. Supporting documents

- Volunteer role description
- Volunteer expenses policy
  
- Safeguarding Policy
- Problem Solving Policy