



# VOLUNTEER HANDBOOK

LAST UPDATED May 2020

**Moneygall Football Club**

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## **Volunteer Policy**

### **Moneygall FC Mission Statement**

“The mission of Moneygall Football Club is to develop players, coaches, and teams. We aim to work together to provide a quality learning environment and a positive soccer experience for all of the players, coaches and administrators. Our goal is that Moneygall FC represents the village and surrounding areas of Moneygall with pride and integrity.”

#### **Moneygall Football Club is established to pursue the following objectives**

- Participation in the sport of Soccer
- The organisation, management and development of soccer and club facilities for all members of the Club.
- Membership of appropriate leagues for the purpose of establishing regular competitive play for the club's representative teams
- The provision of training and playing facilities for its members.
- Promoting and maintaining the highest standards of technical competence and safety in soccer.
- Upholding the rules of the soccer.
- Providing equal opportunities for successful participation by all section of the community.
- The promotion of the soccer.

We recognise that in order to achieve our goals we need to involve volunteers in our own work too. It is also essential that we present a model of good practice in volunteer management.

We regard volunteers as a valuable resource and encourage them to get involved at all levels of the organisation and within all appropriate activities. We aim to train, support and supervise our volunteers to the best of our abilities, and to act quickly and fairly if difficulties arise.

**The club recognises the importance of each volunteer and has devised this volunteer policy document**

## **Procedural Guidelines**

### **1. General principles**

#### **1.1 Purpose of document**

The purpose of this document is to provide guidance on all aspects of volunteering at Moneygall FC. It does not constitute a binding contract. It supplements other Moneygall FC policies and procedures, as well as our definition of volunteering, our mission statement and our value base. These procedures apply to all non-elected volunteers who undertake tasks on behalf and at the direction of Moneygall FC.

#### **1.2 Responsibility**

Moneygall FC Management Committee is responsible for ensuring that the policy and the procedures in this document are implemented efficiently and effectively.

#### **1.3 Eligibility**

Moneygall FC will consider involving anyone as a volunteer. Individuals must, however, be able to demonstrate a commitment to the aims of the organisation and may only be placed if their needs as volunteers match the needs of the organisation. No person who has a conflict of interest with any aspect of the organisation will be accepted as a volunteer. Voluntary management committee members may undertake other voluntary work within Moneygall FC itself, and will be encouraged and supported by Moneygall FC if they wish to volunteer elsewhere.

#### **1.4 Working conditions**

Volunteers are treated as full members of Moneygall FC team. They are treated as equally and fairly as existing members and are included in the organisation's functions and decision-making processes wherever practical. Volunteers are provided with appropriate work sites and have access to the space, equipment and facilities necessary to volunteer effectively and comfortably.

#### **1.5 Working times**

Working times are negotiated between Moneygall FC Management Committee and the volunteer and are as flexible as the tasks allow. Voluntary time commitment is never expected to be upheld as unscheduled absences can create organisational problems. When expecting to be absent, volunteers should inform their counterparts as soon as possible, so that alternative arrangements can be made.

#### **1.6 Appropriate behaviour**

Volunteers are expected to work within the policies and procedures of Moneygall FC and adhere to its ethos. As representatives of the organisation, they are responsible for presenting a positive image of Moneygall FC to the outside world.

### **1.7 Representation of Moneygall FC**

Volunteers must seek prior approval from Moneygall FC Management Committee before undertaking anything that might affect the organisation. This includes, but is not limited to, statements to the press, joint initiatives with other bodies, and agreements involving contractual or financial obligations.

### **1.8 Confidentiality**

Moneygall FC respects the volunteer's right to privacy and confidentiality. In turn, volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while volunteering with Moneygall FC.

### **1.9 Records**

A system of records is maintained on all volunteers, including dates and times of service, duties performed, evaluation of work, etc. Volunteer records will be kept confidential.

### **1.10 Service at the discretion of Moneygall FC**

Any voluntary service is at the discretion of Moneygall FC. Moneygall FC may, at any time, and for whatever reason, decide to terminate volunteer's relationships with the organisation. Similarly, volunteers may at any time, and for whatever reason, decide to terminate their relationships with Moneygall FC. Notice of such decisions should be communicated at the earliest opportunity, preferably in writing.

### **1.11 Data Protection**

Moneygall Football Club will comply with Data Protection Acts, 1988 and 2003 including:

- Obtaining and processing information fairly.
- Keeping it for explicit lawful purposes.
- Using it and disclosing it only in ways compatible with those purposes.
- Keeping it safe and secure.
- Retaining it for no longer than is necessary for that purpose.
- Giving a person a copy of his or her personal data on request.

## **2. Recruitment**

### **2.1 Role descriptions and person specifications**

Volunteers require a clear and accurate description of the tasks and responsibilities they are expected to undertake. Prior to any volunteer assignment or recruitment effort, a role description must be developed for each voluntary opportunity. This must include a title of the volunteering role, starting and finishing dates, hours and place of work, name of supervisor and tasks to be undertaken. If appropriate, a brief person specification may also be drawn up. The role description may be amended in joint agreement with the volunteer and Moneygall FC Management Committee. A copy of the final version must be given to the volunteer before commencing voluntary work, as it will be used in supervision and evaluation sessions. Role descriptions must define a time limit (no longer than one year) for voluntary involvement, after which time they are reviewed, and updated if appropriate.

## **2.2 Applications**

Volunteers are recruited on a pro-active basis by the organisation using publicity avenues that are suitable for the roles that need to be filled. Potential volunteers may also apply speculatively or come via the volunteer placement service provided by Moneygall FC. Volunteers are recruited in accordance with Moneygall FC's equal opportunities policy. All volunteers are required to complete an application form.

## **2.3 Interviews**

If necessary, applications are short listed and suitable candidates are invited to attend an informal chat with Moneygall FC Management Committee, to ascertain their interest in and suitability for the role. Written records of all interviews are kept. All unsuccessful candidates are thanked for applying and encouraged to reapply for other volunteering opportunities, either current or in the future.

## **2.4 Checks for suitability**

References are always taken up. If the role requires it, health (mental and physical) are also undertaken. Other checks may also be completed (for example, ascertaining professional qualifications). Volunteers are always warned in advance of the intention to make these checks. If they refuse permission and cannot provide an acceptable reason, they will not be placed.

## **2.5 Garda Vetting**

Garda Vetting (GV) is conducted for all relevant roles.

## **2.6 Appointment**

Formal appointments are made only after the role description has been agreed and all necessary checks have proved acceptable. No placements are made unless the requirements of the volunteer and the volunteer's supervisor can be met.

## **2.7 Probation**

All placements are subject to an initial trial period of one month. At the end of this period, Moneygall FC Management Committee meets with the volunteer to discuss the volunteer's suitability for their role. At this point, volunteers may continue in their current role, be reassigned to a more suitable role, or be asked to leave.

## **2.8 Code of Conduct**

Our objective is to have a club that is free from harassment and bullying and to ensure that all volunteers and members along with the general public are treated with dignity and respect, at all times. We are committed to treating our volunteers and members equally, regardless of their gender, civil status, family status, sexual orientation, religious belief, age, disability, race or membership of the travelling community.

## **2.9 Bullying & Harassment**

Moneygall Football Club will not tolerate bullying and harassment in the organisation, at training, matches, public and fundraising events or on social media.

Volunteers who feel that they are being bullied or harassed in any way in the club are encouraged to approach club secretary in confidence. All complaints of bullying or harassment will be taken seriously, and will be held in strict confidence as far as is reasonably practicable, and will be investigated promptly and in an impartial manner.

## **3. Training**

### **3.1 Induction**

All volunteers receive induction when they begin voluntary work with Moneygall FC. This consists of a general introduction to the organisation, as well as a specific orientation on the purposes and requirements of their volunteering role.

### **3.2 On-the-job training**

Volunteers receive initial and ongoing on-the-job training to provide them with the information and skills necessary to perform their tasks well. The training must be appropriate for the demands of the position and the capabilities of the volunteer.

### **3.3 Coach Training**

Moneygall Football Club commits to fund all volunteers who coach underage teams to PDP II level once booked with Club Secretary. Coaches also must undergo Child Safeguarding and Basic First Aid.

### **3.4 Additional training**

Volunteers are actively encouraged to attend training courses, seminars, conferences, and so on, which would help them to perform their roles better and which would aid their personal development. Approval to undertake such training free-of-charge must be given by Moneygall FC Management Committee and this will only be done if sufficient funds are available. Priority is given to long standing volunteers and those who have received little or no training in the past.

### **3.5 Training information**

If additional training was paid for by Moneygall FC, any course or other materials belong to the organisation and must be returned on completion of the volunteers duties. All volunteers are required to submit a short report outlining the content and usefulness of the course or meeting attended. Training information must be disseminated to relevant people within the organisation.

## **4. Supervision**

### **4.1 Lines of communication**

Lines of communication should operate in both directions and should exist formally and informally. Volunteers must have access to all appropriate information, memos, materials and meetings relevant to their assignments. Volunteers must be consulted on all decisions that would substantially affect their volunteering conditions.

### **4.2 Supervisors**

Each volunteer must have a clearly identified supervisor who is responsible for the day-to-day management of that volunteer. Moneygall FC Management Committee normally appoints the supervisors to a role, but all staff members receive training and guidance on how to involve volunteers effectively in the work of the organisation.

#### **4.3 Supervision sessions**

Volunteers receive regular appraisals of their work, based on their role descriptions. Evaluation sessions take place at least once a month between the volunteer and his or her supervisor. These review the performance of the volunteer, suggest any changes in work style, seek suggestions from the volunteer on means of enhancing the volunteer's relationship with Moneygall FC, convey appreciation to the volunteer and ascertain the continued interest of the volunteer in serving in his or her role. The sessions also serve as an opportunity to plan future tasks.

#### **4.4 Corrective action**

If appropriate, corrective action may be taken following evaluation sessions. Examples include the organisation of training for an identified training need, the reassignment of a volunteer, or the dismissal of a volunteer.

#### **4.5 Dismissal**

Volunteers who do not adhere to the organisations rules or who fail to perform their volunteer assignments satisfactorily may be subject to dismissal. No volunteer's involvement will be terminated in writing until the volunteer has had an opportunity to discuss the reasons for possible dismissal with their supervisor. Grounds for dismissal include, but are not limited to, the following: gross misconduct, being under the influence of drugs (including alcohol), theft, misuse of equipment and materials, physical and verbal abuse of members, breaches of confidentiality, failure to abide by Moneygall FC policies and procedures and failure to complete duties to a satisfactory standard.

#### **4.6 Concerns and grievances**

If volunteers are not satisfied that issues relating to their volunteering are being handled appropriately, they are entitled to have their concerns reviewed by the management committee. The management committee will discuss the issue as soon as practical after receiving a written complaint, and take appropriate action. The chair of the management committee makes the ultimate decision.

#### **4.7 Exit interviews**

Where possible, informal exit interviews are held with any volunteers who are leaving the organisation, either because they have reached the end of their project, or are leaving for some other reason. Interviews are usually conducted with the volunteer's ex-supervisor and written records are kept. The session should ascertain why the volunteer is leaving, how they found the volunteering experience and what suggestions they offer to improve the way the organisation operates. The offer of a personal reference for future employment etc. is made to each volunteer.

### **5. Support and recognition**

#### **5.1 Support**

Moneygall FC endeavours to provide the support necessary to encourage and empower volunteers to make a meaningful contribution and gain significant benefits from their voluntary work. Support forms part of the regular supervision sessions and gives volunteers a safe setting in which to express themselves, let off steam and discuss how they feel about volunteering. Moneygall FC manager will always try to be available to volunteers who require support in other areas that are affecting their performance.

## **5.2 Recognition**

Volunteers provide a unique service to Moneygall FC, the benefits of which are difficult to quantify. It is essential that their efforts are recognised and rewarded. Moneygall FC Management Committee are responsible for thanking all volunteers informally on a regular basis for the valuable contribution that they make to the organisation and is responsible for ensuring that more formalised recognition takes place at key times.

## **5.3 Expenses**

Volunteers give their time and skills free of charge, so it is essential that Moneygall FC offers to reimburse any out-of-pocket expenses they may incur in the course of undertaking voluntary work for the organisation. The costs of volunteering should never be allowed to discourage those on low incomes. Current rates and procedures for claiming expenses are agreed by the management committee and publicised to all volunteers.

## **5.4 Insurance**

Insurance is provided by Moneygall FC to cover all volunteers working on behalf and at the direction of the organisation.

## **5.5 Personal and vocational development**

Volunteers are encouraged to develop their skills while involved with the organisation and are assisted into assuming additional and greater responsibilities over time, if they desire this.

# **6. Health & Safety**

There is a Health & Safety policy in place for volunteers and health and safety training is provided as relevant to the volunteer role

## **6.1 Volunteers Shall:**

- Take reasonable care of their own Safety, Health and Welfare and that of any other person in their care that may be affected by their acts or omissions while at work.
- Familiarise themselves with and always conform to, the clubs Safety, Health and Welfare policies.
- Observe all safety rules and co-operate with their colleagues to comply with any of the relevant statutory regulations and directives.
- Use any suitable appliance, protective clothing, convenience or equipment in such a manner so as to provide the protection intended for securing their Safety, Health and Welfare while at work.
- Conform to all instructions given by the management and others who have a responsibility for Safety, Health and Welfare.

- Use only as intended the correct equipment for the jobs, with all appropriate safety devices and keep tools in good condition.
- Direct any suggestions or concerns on matters of Safety, Health and Welfare to Mark Moroney
- Report to Mark Moroney without delay all accidents, damage, defects or issues of safety. This includes accidents or near misses, whether persons are injured or not.

Ensure that any specific training i.e. manual handling and first aid, is completed and updated as required.

### **6.2 Volunteers shall not:**

- Intentionally or recklessly interfere with, or misuse any appliance, protective clothing, convenience, equipment or other means or things provided in pursuance of any of the relevant statutory provisions or otherwise, for securing the Safety, Health and Welfare of persons arising out of work activities.
- Carry out any tasks, which they feel they are not competent to carry out, or which involves unreasonably high risks.
- Be under the influence of any intoxicants likely to affect their ability to work safely or to supervise children. Please report any medical issue likely to affect your safety or that of your colleagues our clients as soon as possible to management.

### **6.3 Pregnancy**

Please note that we advise you to notify Mark Moroney of your pregnancy as soon as possible so that a risk assessment can be completed on your behalf.

## **7. Monitoring and evaluation**

### **7.1 Moneygall FC volunteer involvement**

Moneygall FC monitors and evaluates volunteer involvement in the organisation on a regular basis and seeks to make ongoing improvements.

### **7.2 Feedback**

Constructive feedback on this document is always welcome. It must be given to Moneygall FC Management Committee who will ensure that it is considered fully.

## **PLEASE READ AND SIGN**

Thank you for reading this Volunteer Handbook. We hope it was helpful in outlining our organisation and expectations of volunteers at Moneygall Football Club. You will be required to sign your agreement to uphold the policy.

Thank you for volunteering with Moneygall Football Club and we hope that you enjoy your time with us

Please sign below:

I \_\_\_\_\_ have read and fully understand the content of the Volunteer Handbook and agree to abide by the terms, conditions and policies outlined.

Date: \_\_\_\_\_

Signed: \_\_\_\_\_

In the presence of: \_\_\_\_\_

Signed: \_\_\_\_\_

On Behalf of **Moneygall Football Club**