Volunteers Policy

Values

Hertfordshire Golf Limited (Hertfordshire Golf) recognises the invaluable role of Volunteers. They are a core part of the team, working alongside paid staff. We are committed to providing a safe and pleasant working environment where there is respect and recognition for the service, skills and experience that Volunteers bring.

Recruitment and selection

Volunteers must be aged 18 years or over.

The selection process will be appropriate to the role offered. Prospective Volunteers will be asked to complete contact forms before an informal interview. During interview Volunteers will be given opportunity to consider any health issues that may affect their suitability, as it is recognised that the nature of the roles can sometimes be very tiring.

Appointment is subject to satisfactory references being received. All information obtained during the selection process will be treated confidentially.

Commitment from volunteers

Volunteers are expected to commit to the following:

- Treat participants and team members with respect.
- To work professionally as part of a team, being punctual and reliable, dressing appropriately
- To follow procedures and guidelines as set by Hertfordshire Golf.
- To accept direction given by the appointed organiser(s).
- To promptly inform the County Secretary of concerns regarding equipment failure, damage or Health & Safety.
- Agreeing to rota availability in advance and giving at least a week's notice where possible if unable to attend
- To attend periodic training
- To provide two personal references at recruitment

Training & Support

Hertfordshire Golf will endeavour to provide adequate facilities, equipment and training to enable volunteers to fulfil their roles. Day to day management of Volunteers will be provided by a designated volunteer supervisor.

Volunteers will go through an induction period where they will be given all relevant information and training on the procedures related to their specific role. These will include Health & Safety procedures, copies of which are easily accessible. Volunteers will initially work alongside existing teams for as long as is necessary to enable them to feel comfortable and confident in the tasks they have been given. Only when mutually agreed with the organiser will they be allocated regular shifts on the rota. Ongoing training will be provided as required on a one-to–one basis, through informal training sessions or accredited courses.

Hertfordshire Golf aims to celebrate the commitment of its Volunteers with a culture of encouragement, appreciation and periodic social events.

The overall responsibility for this policy lies with the Board.

Responsible Person: Chair
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