

## **SBU Volunteer Code**

### **Introduction**

This volunteer code sets out the responsibility of the SBU to volunteers in the organisation and the roles and responsibilities of volunteers within the organisation. It is a recognition of worth and value that seeks to define the role of volunteers and how they can expect to be treated.

Volunteering is shared experience in which there should be a mutual benefit for both the volunteer and the SBU. The aim of the code is to ensure good practice in the involvement of volunteers in the work of the SBU, and promote understanding of the respective rights, roles and responsibilities of volunteers in the organisation.

Volunteers fulfil many roles within the SBU, including but not limited to:

- Board members
- Committee members
- Tournament directors and conveners
- Various ad hoc roles

### **SBU Responsibilities**

The SBU will:

- provide definitions of what we would like volunteers to do that include the time commitment and skills required
- have a plan for communicating with, training and supporting volunteers
- listen to the volunteers' requirements, understanding why they are interested in volunteering, their skills and availability
- be flexible about how a role is performed to accommodate volunteers' abilities, availability and preferences.

To promote a volunteering culture, the SBU will:

- treat volunteers with respect
- honour their commitments on time training and support
- pay for any necessary training required to enable volunteers to fulfil their roles or develop the role
- gives positive feedback and is understanding about mistakes
- communicate with volunteers regularly and consult in relevant decisions
- recognise their work and achievement appropriately.

The SBU will not unfairly exclude or discourage the involvement of potential volunteers or allow discrimination against them on grounds of any protected characteristics in accordance with the Equality, Diversity and Inclusion Policy of the SBU.

The SBU will not tolerate abusive behaviour, whether verbal, written or physical, by any member of the SBU towards any of its members, staff, Tournament Directors or volunteers and such behaviour will be dealt with in accordance with the published SBU Disciplinary Code.

### **Volunteer Responsibilities**

Volunteers should:

- accept the SBU's aims and objectives and work within agreed policies and procedures. Volunteers working with children will be required to have PVG scheme membership for working with children are required to demonstrate knowledge of and comply with the SBU's Safeguarding and Child Protection Policy and Procedures and adhere to their requirements
- treat information obtained whilst volunteering in an appropriate confidential manner and adhere to the organisation's confidentiality policies, as well as complying with the SBU's data protection policy. For volunteers undertaking roles which involve handling or dealing with confidential information the SBU will require the volunteer to sign a confidentiality agreement.
- do what is reasonably requested of them, to the best of their ability
- recognise that they represent the SBU and therefore need to act in appropriately at all times
- honour any commitment made - notifying the organisation as soon as practically possible should they be unable to keep that commitment
- be willing to undertake appropriate training as necessary for the voluntary work undertaken
- recognise the right of the organisation to expect quality of service from its volunteers

### **Referenced Documents**

Confidentiality Agreement

SBU Data Protection Policy

SBU Equality, Diversity and Inclusion Policy

SBU Disciplinary Code

SBU Safeguarding and Child Protection Policy and Procedure