



WAVE LEISURE VOLUNTEER POLICY

A volunteer is a person who gives freely of their time, skills and experience. Volunteering can take many forms. Some tasks require particular skills whereas others require none. Volunteering may be for a limited time to complete a particular project or may be on an ongoing basis.

The Company recognises the immense benefits that volunteers bring and the bridges that they can build between Wave Leisure and the local community. In return we give volunteers an opportunity to exercise their skills in a different environment and to undertake new experiences, learning new skills to benefit their future.

Values

Wave Leisure values the involvement of volunteers in our work because they help reflect the interests, needs and resources of the community we aim to serve and bring a unique perspective on all our work.

Wave Leisure recognises volunteers as a core part of our team, with a distinctive but complementary role alongside paid staff.

Insofar as Wave Leisure benefits from the skills, experience and enthusiasm of volunteers, we believe that volunteers should be able to gain personal benefits from the experience too. We are committed to managing volunteers in a way that ensures the needs of both parties are met.

Wave Leisure strives to create a diverse and inclusive organisation within a diverse and inclusive community. Therefore we are committed to ensuring equality of access to high quality volunteer opportunities and equality of treatment for our volunteers in all our policies and practices.

Responsibility and Commitment to Volunteers

- Wave Leisure will identify roles for volunteers which extend the work of the organisation in roles which complement, but never substitute, the work of paid staff.
- Volunteers will not be used during staff shortages. They may continue with their regular tasks but will not be asked to undertake additional duties.
- All volunteers are provided with a written job description, outlining the purpose, tasks and main requirements of their role. This role is reviewed once a year with the volunteer's supervisor.
- Volunteers are protected by the organisation's public liability and personal accident insurance. However, drivers using their cars in connection with their voluntary work must inform their own insurance company to ensure adequate and continued cover. Wave Leisure Trust is unable to pay for any cost towards this nor are they able to pay for mileage or travel.
- The Recruiting Manager is responsible for the overall management of volunteer involvement, including overseeing the implementation of this policy and dealing with any complaint or grievance relating to volunteers. The volunteer's designated supervisor provides support and supervision, identifies training requirements, countersigns expenses claims etc.



Recruitment and Selection

- Wave Leisure implements a fair, effective and open system in the recruitment and selection of volunteers and treats all information collected in this process confidentially.
- Wave Leisure wishes to see all sections of the community represented among our volunteers. Volunteer opportunities are widely promoted and we will endeavour to make recruitment and selection materials available in a format accessible to any individual or group, upon request.
- All potential volunteers must complete registration forms, provide references and attend an interview. Additional measures may be implemented depending on the nature of the volunteer role and police record checks are conducted where appropriate.

Management of Volunteers

- All volunteers are provided with a written letter of welcome which outlines the expectations and responsibilities of both the volunteer and Wave Leisure. This agreement may be reviewed at any time.
- Volunteers are provided with an induction within six weeks of commencing their voluntary work. The induction provides background information on Wave Leisure, explains the structures and procedures; describes the volunteer role and how s/he will be supported, including practical information.
- All volunteer placements are subject to a trial period, the length of which depends on the nature and hours of the voluntary work. During this period volunteers are given additional support and a review meeting between the volunteer and his/her supervisor is held at the end of the trial period to ensure that all parties are satisfied with the arrangement.
- All volunteers are allocated a named member of staff as their supervisor. This individual can provide day-to-day help and guidance on any issue related to the voluntary work and is responsible for providing regular support to, and supervision of, the volunteer. The frequency, duration and format of this support and supervision is agreed between the volunteer and his/her supervisor at the end of the trial period.
- Wave Leisure is committed to improving the personal and professional effectiveness of volunteers. Volunteers may be asked to attend in-house training courses that are relevant to their voluntary work. Volunteers may also apply for financial and practical support to attend external courses where they can be shown to have a clear relevance to the voluntary work. Volunteers attending approved training courses may do so within their normal hours of voluntary work.
- Wave Leisure aims to reflect the voluntary nature of our relationship with volunteers in all our policies and procedures for managing their involvement. Therefore, the volunteer's designated supervisor deals with minor complaints or grievances about or by volunteers or their work through the usual support and supervision procedures in the first instance.

However we recognise our duty to protect the wellbeing and interests of all our stakeholders and therefore operate a formal complaints procedure in the case of



more serious complaints. Where a criminal offence is suspected, the matter will be handed over to the police.

- Wave Leisure recognises the core role that volunteers fulfil at every level of the organisation. We endeavour to communicate with volunteers in appropriate ways, including bulletin boards at each site and bi-monthly Employee Newsletter.
- We also recognise the importance of seeking volunteers' ideas and opinions at regular intervals and feedback from volunteers is always welcome and any volunteer may make representations to the Staff Representative to take to their meetings with the Managing Director and HR Manager.