



## VOLUNTEER POLICY AND PROCESS

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# DEVON RUGBY FOOTBALL UNION

## Volunteer Policy and Process

### 1. Purpose

The purpose of this policy is to outline Devon RFU Constituent Body (CB) approach to recruiting, managing, and retaining volunteers to support our mission. This policy aims to ensure a respectful, supportive, and productive environment for all volunteers, fostering a mutually beneficial experience that maximises their impact on the game of rugby union within the County.

### 2. Scope

This policy applies to all current and prospective volunteers.

### Section I: Volunteer Recruitment

#### A. Recruitment Goals

- Attract qualified, motivated individuals who align with our mission and values.
- Ensure diversity and inclusivity in volunteer representation.
- Clearly define roles to attract specific skills and backgrounds as needed.

#### B. Recruitment Process

##### 1. Identify Needs

Regularly assess the CBs needs and determine the knowledge, skills and behaviours required to meet those needs.

##### 2. Develop Role Descriptions

Review or draft new role descriptions for each available volunteer position, detailing purpose, responsibilities and skills required.

##### 3. Advertising Opportunities

Use the CBs website, social media, local volunteer portals and our partnerships with Devon clubs to promote volunteer opportunities.

##### 4. Application Process

- Interested individuals will complete an expression of interest, providing information about their background, skills, availability, and interests.
- Applications will be reviewed by the relevant Director, who will shortlist candidates based on alignment with role requirements.

## C. Interview and Selection

### 1. Interview process for different roles:

- The recruitment of the Chair will be for three years which can be renewed for an additional three years. The interview panel will consist of the President, at least one club representative and at least one Director.
- The recruitment of Directors or the Secretary will be undertaken by the Chair, at least one other Director and, where possible, a club representative.
- The RFU Council Member will be elected for a three-year term by the Member Clubs. This can be renewed once in line with RFU guidelines
- All other posts will be recruited by the relevant Director and, at least, one other Director.

### 2. Safer Recruitment

Safer recruitment questions will be asked to potential candidates for all roles involving children, young people and/or vulnerable adults so ensure their suitability.

### 3. Background Checks

Conduct background checks as necessary, especially for roles involving children, young people and/or vulnerable people, for example DBS checks.

### 4. Onboarding

Selected volunteer(s) will complete an orientation programme to introduce them to members of the Devon Management Board, their role, and necessary policies.

## Section II: Volunteer Management

### A. Role Clarity and Responsibilities

- Each volunteer receives a role description, setting clear expectations for their duties.
- Volunteers will be supported by a Director or a member of the Director's Team who will provide guidance, feedback, and address questions or concerns.

### B. Training and Development

- **Initial Training:** Provide role-specific training to equip volunteers with the skills and knowledge needed to perform effectively.
- **Ongoing Training:** Offer opportunities for professional and personal development, such as workshops, seminars, or online courses, to help volunteers grow.

### C. Supervision and Support

- A member of the Management Board will regularly check in with volunteers, offering feedback, resources, and assistance as needed.
- Volunteers should feel comfortable approaching any member of the Devon RFU Management Board with questions, suggestions, or concerns.
- All volunteers are expected to behave in a manner that promotes the mission, values, and reputation of Devon RFU. Behaviours contrary to this statement may result in the ending of a volunteer's role within the CB.

### D. Communication

- Maintain regular communication with volunteers through phone calls, emails and meetings to share CB updates, celebrate achievements, and foster a sense of community.
- Use communication to reinforce our goals and the volunteer's role in achieving them.

### E. Conflict Resolution

- Volunteers should report conflicts or concerns to a member of the Executive Team or the Volunteer Coordinator.
- A member of the Executive Team will mediate minor issues; for more serious concerns, formal conflict resolution processes will be initiated in accordance with our policy.

## Section III: Volunteer Retention

### A. Recognition and Appreciation

- **Acknowledgment:** Regularly acknowledge volunteer contributions through verbal recognition, thank-you emails, or social media shout-outs.
- **Volunteer Appreciation Events:** Organise an annual event to celebrate volunteer contributions and foster a sense of belonging.

### B. Providing Growth Opportunities

- Offer additional responsibilities or leadership roles to volunteers who demonstrate strong performance and interest in expanded roles.
- Encourage volunteers to share skills, lead training, or contribute ideas that benefit the CB.

### C. Flexible Scheduling

- Acknowledge volunteers' time constraints and work-life balance by providing flexibility whenever possible.

- Allow volunteers to take breaks if needed and facilitate easy re-entry upon their return.

#### D. Exit Interviews and Follow-Up

- When a volunteer chooses to leave, conduct an exit interview to understand their reasons and gather feedback.
- Maintain positive connections with former volunteers, encouraging them to stay in touch or return when feasible.

### Section IV: Compliance and Review

- All volunteers are expected to comply with this policy.
- The Volunteer Coordinator and/or Secretary will review this policy annually to ensure it remains aligned with best practices and CB goals. Updates will be communicated to all volunteers.

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