

VOLUNTEER POLICY

VOLUNTEERING WITH TRIATHLONE

Policy

Volunteers have contributed to the development of TriAthlone since our foundation in 2006. While we have developed into a larger organisation, it is still our strategy to develop the volunteer partnership to assist in the provision of best practice for our Triathlon event

Definition

Volunteers are people who, for agreed periods of time, contribute their skills without charge. These volunteers perform many valuable roles, Volunteering with TriAthlone can provide an opportunity to meet people, have fun and gain volunteer experience.

Involving Volunteers

The volunteer committee are encouraged to recruit volunteers for specific tasks through both formal channels (media and newspapers) and informal channels (notice boards, word of mouth etc.) which will enhance the service e.g. assisting with events, befriending, transport, and advocacy. The work carried out by volunteers should not displace existing core staff work. Before advertising, the service should clearly identify the tasks the volunteer can help with, also the skills needed to provide that help.

On receipt of application, TriAthlone will send information about the event for which volunteers have applied or with which we consider the applicant might be best suited. Volunteers should also receive a copy of the attached volunteer policy.

Volunteers receive an agreed description of their tasks under the guidelines laid out by the TriAthlone Volunteer Policy. All work, including that carried out by our volunteers, must be performed in a framework that respects the dignity and individuality of TriAthlone. Volunteers have recognised rights and responsibilities they can expect from TriAthlone and likewise, TriAthlone has expectations from its volunteers.

Suggested Volunteer Criteria

If a volunteer is interested in volunteering with TriAthlone, they should:
Have good working skills (these working skills will vary as each project/task will have its own prerequisites)

- Be task-oriented
- Be flexible
- Have good communication skills
- Have good people skills
- Be willing to learn

Volunteer Performance Standards

In agreeing to work in partnership with TriAthlone as a volunteer, a volunteer is deemed to have given their commitment to ensuring that their involvement maintains and contributes to the development and of best practices of TriAthlone.

All roles will be subject to review at any time by TriAthlone; this period will be indicated with prior notice. These reviews will be done regularly and may, in some instances, be discontinued but this will be done after discussions have taken place with the volunteer concerned. A grievance procedure is available to volunteers who feel themselves to have been treated unfairly. The protection of TriAthlone's bullying and harassment policy also extends to our volunteers.

RESPONSIBILITIES

Rights and Responsibilities of a volunteer

On being accepted as a volunteer, you have the right to:

- Be guided in how to access support systems
- A clear description of the work you will undertake and of your assigned tasks within TriAthlone.
- Be seen as a valued part of TriAthlone's Human Resources and be included in training sessions, meetings and social functions attached to the programme you have been assigned
- Receive appropriate training.
- Know communications lines for support to help with issues or difficulties
- Be appreciated and have your work valued by Triathlon
- Express your view and opinions on the work in which you are engaged
- Be listened to and be taken seriously by members of the committee
- Work in a safe environment
- Be covered by insurance
- Have choices and be able to negotiate on those choices
- Carry out voluntary work without being exploited
- Be reimbursed for any agreed expenses
- Be free from discrimination on the grounds of gender, marital status, race, sexuality, religion or disability

A Volunteer's Rights & Responsibilities to Triathlon

You will be expected to:

- Be responsible and reliable
- Carry out 'work' to the best of your ability and do so professionally in a way that corresponds to the aims and values of TriAthlone as contained in its mission statement
- Attend your place of assignment at the agreed times
- Notify as soon as possible the appropriate person if you are unable to attend
- Respect confidentiality
- Respect staff and volunteers within Triathlon and relevant authorities
- Be honest at all times and in particular, if there are issues to be investigated
- Attend training sessions and support meetings in relation to your 'work'
- Give feedback, communicating relevant and important information to an appropriate member of the TriAthlone committee
- Be committed to the 'work' but also recognise that there may be personal and external limitations on commitment

- Acknowledge decisions taken by others
- Ask for help or support when you need it
- Refrain from public criticism of Triathlon, its work or its policies
- Always ensure that you work in a safe and efficient manner
- Abide by Triathlon's non smoking policy
- Triathlon's policy on Equal Opportunities applies also to Volunteers

INFORMATION FOR VOLUNTEERS

All volunteers offering their services to Triathlon will be given a warm welcome. All prospective volunteers will be contacted regarding their offer of 'work'. Character references may be taken up for those applying for 'work'.

CONFIDENTIALITY

Publications

The publication of any material relating to the affairs of TriAthlone, shall have prior approval of the Chief Executive Officer.

Media

The giving of interviews, statements or any other information connected with TriAthlone should not be undertaken without prior approval of the Chief Executive Officer or a delegated member of TriAthlone.

Information

Public statements by TriAthlone volunteers may be taken as reflecting our policy or illustrative of our attitudes. Therefore, information intended for use by the media should only be issued through authorised spokespersons. The leaking of confidential information is not permitted.

VOLUNTEER DEVELOPMENT AND TRAINING

Volunteers will be adequately prepared and, where necessary, trained for the tasks which they will be undertaking.

Volunteers will receive introductory training. A volunteer should not regard induction courses or classes given to them by TriAthlone staff as inferring other than that they (the volunteer) must become familiar with the techniques to adequately and safely perform their tasks.

The training will relate to:

- The role and work of TriAthlone
- The rights and duties of volunteers
- How to safely assist an athlete and a physically impaired person

SUPPORT AND SUPERVISION

A volunteer will be assigned to a supervisor, a member of staff from TriAthlone, who is directly involved with the project. TriAthlone reserves the right to terminate any volunteer contract for any reasons that are outlined in the TriAthlone statement of volunteer responsibilities.

INSURANCE AND EXPENSES

Insurance

Volunteers are protected against third-party claims in their work. This is done by means of Triathlon Ireland's public liability insurance. However, those using their own cars to provide transport for volunteer purposes may in some instances have to come to an arrangement with their own car insurance company.

Expenses

A volunteer may receive a refund of out-of-pocket expenses. Expenses are refunded conditional on being approved in advance and being vouched for later, by way of receipts, and formally submitted on Triathlon claim form.