



## **GB Freestyle Volunteer & Well-Being Policy**

GB Freestyle is the British Canoeing discipline committee that acts as the governing body for freestyle kayaking and canoeing in the UK.

Volunteers are a vital part of our organisation and we will ensure that all volunteered time with us is valuable, effective and transparent for both the volunteer and for GB Freestyle

GB Freestyle recognises that wellbeing, engagement and performance are linked, and that the roles of volunteers can, at times be emotionally and physically demanding. Happy volunteers with a balanced work, volunteer and home life will ultimately lead to an increased more productive organisational performance.

We aim to offer volunteers a clear framework to volunteer within, whilst affirming that the relationship is entirely voluntary and no employment contract is implied.

### **Recruitment**

Volunteers may apply generally through the website or specifically through adverts, any inquiries will be passed to the relevant member of the GB Freestyle Committee, if necessary applicants may be interviewed informally over the phone in order for the committee to make a decision on the applicants' suitability to fulfil the role. The applicant will be informed of the decision by a member of the GB freestyle committee whether they have been successful or unsuccessful.

A criminal records check with the Disclosure and Barring Service will be made if the volunteer doesn't already possess one and they are volunteering in an area that requires this.

### **Induction**

Upon being recruited for a role, the volunteer will be given primary contact, this will normally be a member of the GB Freestyle committee or the leader of a subcommittee. The primary contact will work with the volunteer to make sure they understand their role and stay in regular contact about any work they are involved with; they will also be the volunteers' first point of contact for any volunteer related questions or problems.

As part of the volunteers' induction primary contacts must make sure they complete and sign a volunteer agreement. This will include; who their line manager is, their role and how much voluntary time per month they are willing to commit.

### **Expenses**

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. GB freestyle will reimburse the following expenses:

- Travel to and from home to (the office) and during your work as necessary: see GB FS Expenses Policy for mileage allowances and use of car recommendations.
- Meal allowance to a maximum of £5 with a receipt

Any other out-of-pocket expenses, if required, must be agreed by the primary contact prior to spend. In order to claim expenses, an expenses form must be completed, receipts must be attached to support the expense, and both given to the primary contact for approval and reimbursement

### **Insurance**

British Canoeing will provide adequate insurance cover for volunteers whilst undertaking voluntary work for GB Freestyle.

### **Equal opportunities**

GB freestyle will ensure that all volunteers are dealt with in accordance with British Canoeing Equal Opportunities Policy, a copy of which is available through their website or on request.

### **Support & Communications**

Primary contacts will support their volunteers by regular communication around tasks and feedback about the work undertaken. Volunteers are encouraged to feedback any support, resources or training they feel would improve their ability to fulfil their role. GB Freestyle will endeavour to support volunteers needs where a beneficial outcome can be evidenced.

GB Freestyle will ensure that volunteers are able to give regular feedback, to raise any concerns.

If a volunteer has any concerns regarding GB Freestyle, they should first be raised to their primary contact. If the concerns involve their primary contact, the next port of call is the GB Freestyle Welfare Officer. If the Volunteer feels enough isn't been done about a particular issue then the GB Freestyle Chairman should be contacted. If the volunteer still has a grievance, then the British Canoeing Complaints Procedure should be followed.

<https://www.britishcanoeing.org.uk/uploads/documents/British-Canoeing-Complaints-Procedure-2016.pdf>.

### **Health and Safety Executive (HSE) - Stress Management Standards**

The HSE Stress Management Standards define the characteristics, or culture, of an organisation where the risks from work/volunteer related stress are being effectively managed and controlled.

These standards cover six key areas of work design that, if not properly managed, are associated with poor health and well-being, lower productivity and increased absence. In other words, the six standards cover the primary sources of stress while working/volunteering.

These are:

- **Demands** - this includes issues such as workload, work patterns and the work environment.
- **Control** - how much say the person has in the way they do their work.
- **Support** - this includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues.
- **Relationships** - this includes promoting positive working to avoid conflict and dealing with unacceptable behaviour.
- **Role** - whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles.
- **Change** - how organisational change (large or small) is managed and communicated in the organisation.

The GB Freestyle Committee will endeavour to create a culture which reflects positively on each of these areas, making volunteers feel empowered and valued.

## **Confidentiality**

GB Freestyle adheres to British Canoeing's confidentiality policy, which all volunteers and staff must observe.

## **Resolving Problems**

The relationship between GB Freestyle and its volunteers is entirely voluntary and does not imply any contract. However, it is important that GB Freestyle maintains high standards for those we represent, it is also important that volunteers should enjoy contributing to GB Freestyle.

If a volunteer's role does not meet with GB Freestyle's standards, it will be dealt with as follows:

1. Initially a phone or video call meeting with the primary contact who will explain the concerns and the steps required to make improvements.
2. If the volunteer's work still fails to meet with our standards then we reserve the right to end the volunteer's contribution.

If a volunteer is dissatisfied with any aspect of their work, they should:

1. Initially explain their dissatisfaction with their primary contact.
2. If that does not resolve the concern then a meeting with their primary contact and the GB Freestyle Chairman should be arranged.
3. If after this, their dissatisfaction remains unresolved, and we are unable to resolve their grievance, then it would be inappropriate for them to continue to be a volunteer.



## **Recognition**

The GB Freestyle Committee and primary contacts should ensure that the valuable contribution of volunteers is recognised. Volunteers could for example be invited to social events.

Case studies about the diverse work of our volunteers are always welcomed and can be sent to primary contacts for inclusion on the website or face book page etc.

As a way of saying thank you and supporting wellbeing, volunteers are entitled to free entry to GB Freestyle events

On an annual basis there will be "thank you" event for volunteers, primary contacts, committee members should encourage their volunteers to attend and should attend themselves. This event will include the annual volunteer awards, where volunteers nominated in different categories will receive recognition for their work.