



## Basketball Wales (BW) Volunteer Policy

### Introduction

For Basketball to succeed in achieving its vision and objectives it relies profoundly on the skills, knowledge and commitment of its volunteer workforce. Volunteers are vital in supporting participants, clubs, club members, and coaches as well as aspiring young athletes. Without such dedicated and enthusiastic people growth and success across the sport will not be possible.

Basketball Wales are committed to providing an environment which develops a skilled and effectively supported volunteer workforce, which are valued, rewarded and encouraged to continue their volunteer experience, working towards clearly stated goals for the benefit of the sport.

The aim of this policy is to set out standards about how Basketball Wales (BW) works with volunteers that are directly involved with the organisation at a national and regional level. It is also the aspiration of this policy to encourage good practice for the support and supervision of volunteers who work within the wider basketball community and BW's affiliated clubs. The intention is that it will provide clarity and consistency for volunteers working with various departments within BW and establish a basis for the involvement of volunteers across the sport. It will also help to ensure that BW employees understand the role of our volunteers and the importance they have within our organisation.

All BW volunteers need to read and adhere to this policy





## **Volunteer Opportunities**

Volunteering roles can be advertised on [www.basketballwales.com](http://www.basketballwales.com) as well as relevant regional websites. Guidance and full role expectations will be available for all opportunities that are advertised and further information will also be available from the relevant department or region hosting the opportunity.

## **Introduction and Training**

All volunteers within the BW will be able to access the BW Volunteer Policy and Volunteers Charter online or from their BW representative. The BW representative working with the volunteer will be responsible for welcoming new volunteers and helping to coordinate any training needs that are identified in order for the role to be effectively carried out

## **Supervision and Support**

Volunteers will be offered the opportunity to discuss with their BW representative any questions, concerns and future aspirations. Volunteers will also have a dedicated representative who will be responsible for supporting him or her during their volunteering experience. Volunteers also have the opportunity to raise any questions or concerns that will be responded to as soon as possible.

## **Equal opportunities and diversity**

Equal opportunity is about celebrating difference and diversity and as such providing a structure that can respond to this in a positive and proactive manner.

Equal Opportunities policy applies equally to staff and volunteers. For further details visit the downloads section of [www.basketballwales.com](http://www.basketballwales.com) to view these policies.





## Relationship with paid staff

Volunteers should have the opportunity to become involved within the process of decision making at the levels within the sport that they operate. As with all working relationships, those between BW employees and its volunteers should be conducted on a basis of equality, trust and respect.

## Health and safety

Basketball Wales understands its responsibility to both its volunteers and employees and under Common Law recognises a duty of care in respect of health, safety and welfare for its affiliated members and volunteers.

## Expenses

The payment of expenses is at the discretion of the person responsible for the finances of an activity and an agreement on the reimbursement of expenses should be established before the activity takes place.

## Insurance

All volunteers must be members of a BW affiliated club to benefit from insurance cover. For clubs and its members, volunteers are insured whilst participating in activity recognised and/or authorised by the BW. To register as a member with BW visit our registrations portal at: [www.bwregistrations.com](http://www.bwregistrations.com)





## Confidentiality

Volunteers are expected to respect the principles of confidentiality. The only exception to breaking this confidentiality is to report concerns relating to child and adult protection. Information will be treated as confidential on the grounds that they contain information relating to

An employee, former employee or potential employee, or

A particular applicant or recipient of any services provided by the Association, or

The financial business affairs of any particular person, or

The amount of expenditure proposed to be incurred by the Association under a contract, or

Any person subject to Code of Ethics, Child Protection or Doping Control

Protocols and/or

Any other information, the publication of which might be prejudicial to the interests of the Association





## Resolving Problems and Complaints

All volunteers will be expected to adhere to the BW Volunteer Charter and fulfil the agreed Role Description where appropriate. BW will try to solve any problems as soon as reasonably practical. BW Judicial rules provide that any BW member may file a complaint against another BW member. A complaint can be for a breach of BW rules, a breach of the Code of Ethics or any issue that appears to have created an "unjust" situation.

This Charter sets out what volunteers participating at national and regional level can expect from the BW, and what in return, BW expects from our volunteers. This Charter aims to provide guidance and good practice for BW and our volunteers to ensure that quality volunteer opportunities are available and effectively supported. This Charter is not legally binding and does not seek to form a contract with volunteers.

As a volunteer with BW Wales you can expect to:

- Have a BW contact who will support you and respond to questions and queries you may have – [volunteering@basketballwales.com](mailto:volunteering@basketballwales.com)
- Receive guidance about what a role entails
- Be recognised and valued for the contribution you make
- Be consulted and made aware of changes that impact upon you
- Be kept up to date with news and good practice
- Receive clear guidance about what is expected from you





- Once registered as a club member you will be covered by liability insurance, which is provided by Basketball Wales
- Have any problems or complaints resolved as quickly as possible
- Be treated with respect and courtesy
- Be supported to access training opportunities that are required in order to fulfil your role
- Abide by the policy on confidentiality and respect all confidential information

In return we ask that you:

- Be an affiliated member of a BW club
- Be committed to the aims and objectives of BW and observe the policies and procedures of the BW, especially those relating to Health and Safety, Equality and Child Protection
- Treat other volunteers, staff and members of the public with respect and courtesy
- Show diligence and duty of care at all times







- Abide by the policy on confidentiality and respect all confidential information relating to BW and its members
- Agree to volunteer in an outlined role and inform your BW representative if your circumstances change that will impact upon the role you are fulfilling
- Avoid any word or deed that will bring BW and its members into disrepute

If you have any questions about this policy or if you are unhappy about how you have been treated as a volunteer by the BW Wales please email [volunteering@basketballwales.com](mailto:volunteering@basketballwales.com)

**Updated 01/03/16**

**Policy to be updated by: Chair BW Wales and Secretary General (Annually)**

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