



VOLUNTEERS HANDBOOK

Club Guide

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Document Author
Mark Johnstone

Ledbury Rugby Football Club Ltd
Ross Road
Ledbury
Herefordshire
HR8 2LP

Table of Contents

WELCOME FROM THE CLUB CHAIR	3
ABOUT THE CLUB	3
OUR VOLUNTEERS.....	3
WHAT YOU CAN EXPECT FROM THE CLUB.....	4
WHAT THE CLUB EXPECTS FROM VOLUNTEERS	4
YOUR ROLE	4
INDUCTION AND GETTING STARTED	5
TRAINING AND DEVELOPMENT	5
SAFEGUARDING AND WELFARE	5
HEALTH, SAFETY, AND WELLBEING	6
EQUALITY, DIVERSITY, AND INCLUSION	6
BOUNDARIES	6
EXPENSES	6
DATA PROTECTION AND CONFIDENTIALITY	7
CONDUCT AND BEHAVIOUR	7
RAISING CONCERNS OR COMPLAINTS.....	7
RECOGNITION AND THANKS.....	7
STEPPING DOWN OR CHANGING ROLES	8
USEFUL CONTACTS	8

Welcome from the Club Chair

Thank you for volunteering with Ledbury RFC. Our club relies on people like you who give their time, energy, and skills to support rugby in our community. Volunteers are at the very heart of our organisation. It's our ambition to ensure anyone who gives their time to us feels valued, understood, and proud to be part of our organisation. This handbook explains what you need to know about volunteering with us and provides information to support your volunteering role. We hope you find it helpful. If you would like more detailed information on any of the subjects covered, please speak to your mentor or contact me at chairman@leburyrfc.co.uk. Whether you help every week or only occasionally, your contribution genuinely matters and is valued by the Club.

This handbook is here to:

- Help you understand how the club works.
- Explain what support you can expect from us.
- Set out key expectations so everyone feels safe, valued, and respected.

Volunteering should be enjoyable, rewarding, and manageable — if it ever stops feeling that way, we want to know.

About the Club

Ledbury RFC is an amateur rugby club committed to:

- Enjoyment and participation at all levels.
- Respect, teamwork, and sportsmanship.
- Providing a safe and inclusive environment.
- Developing players, volunteers, and the wider club community

We operate in line with the values and regulations of rugby's governing body (the RFU) and expect everyone involved with the Club to uphold these standards.

Our Volunteers

Volunteers at the Club include:

- Coaches and assistant coaches.
- Team managers.
- Match day helpers (first aiders, touch judges, gate/bar staff, etc.)
- Committee members and officers.
- Safeguarding and welfare officers.
- Fundraising, social, and events volunteers.
- Parent and occasional helpers.

You are a volunteer, not an employee, and you give your time freely.

What You Can Expect from the Club

As a volunteer, you can expect the club to:

- Treat you with respect, fairness, and appreciation.
 - Provide a clear idea of what your role involves and provide relevant training support.
 - Offer an induction and access to relevant club policies.
 - Support you with guidance, training, and supervision.
 - Take your health, safety, and wellbeing seriously.
 - Listen to concerns and deal with issues fairly.
 - Volunteer data will be held securely, and not transferred to a third party without your permission.
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What the Club Expects from Volunteers

We ask all volunteers to:

- Act in line with the Club's policies, values and rugby's core principles.
 - Treat players, fellow volunteers, officials, and spectators with respect.
 - Follow all Club policies, codes of conduct, and safeguarding procedures.
 - Act as positive role models, especially around young players.
 - Communicate openly if you need help, time off, or a change in role.
 - Dress appropriately for the role you are undertaking.
 - Ask for support if you are struggling with any aspect of your role.
 - You do not take drugs or alcohol while undertaking your volunteer duties.
 - Provide feedback to the Club's management, attend meetings relevant to your role, and support others working with you.
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Your Role

Each volunteer role should have:

- A basic description of responsibilities.
- A realistic time commitment.
- A named person you can go to for support.

If at any time you feel unsure about your role, overwhelmed, or uncomfortable, please speak to your named contact or a Club Board member.

Induction and Getting Started

When you start volunteering, you should receive:

- A welcome and introduction to the club.
- Information about facilities, equipment, and emergency procedures.
- Key policies (including Safeguarding and Codes of Conduct).
- Contact details for relevant officers or committee members.

All Key Policy documents can be found on the Club Website, together with How to Guides from the Club and the RFU.

Induction will be proportionate to your role — we won't overload you, but we want you to feel confident.

Training and Development

- Training is encouraged but not forced.
- The club will support volunteers to access relevant rugby governing body courses where possible.
- Some roles require specific qualifications (e.g. coaching or safeguarding roles).
- Any training funded by the club may require committee approval.

We value learning and encourage volunteers to share skills and experience.

Safeguarding and Welfare

Safeguarding is everyone's responsibility.

All volunteers must:

- Follow the club's Safeguarding Policy and Codes of Conduct.
- Act appropriately around children and vulnerable adults.
- Report any safeguarding concerns immediately to the Club Safeguarding Officer.

If you are ever unsure, **report it** — you will be supported for raising concerns in good faith.

If your role involves work with vulnerable people, especially children you may require a Disclosure and Barring Service check (or a DBS check). DBS's aim is to help organisations in the public, private and voluntary sectors by identifying candidates who may be unsuitable to work with children or other vulnerable members of society. Details of the process will be provided when required.

Health, Safety, and Wellbeing

The club is committed to providing a safe environment for volunteers.

You should:

- Take reasonable care of your own health and safety.
- Follow safety instructions and procedures.
- Use equipment properly and report hazards or defects.

Your wellbeing matters. If volunteering starts to feel stressful or unmanageable, please speak to us — stepping back is okay.

Equality, Diversity, and Inclusion

The club aims to be welcoming and inclusive.

We will:

- Treat everyone fairly and with dignity.
- Challenge discrimination, bullying, or harassment.
- Make reasonable adjustments where possible.

We expect volunteers to support and promote an inclusive club culture. Please refer to the Club's Equality and Diversity Policy.

Boundaries

Clear boundaries are important for staff, volunteers and service users. They enable us to carry out a service according to agreed expectations and ensure that everyone receives the same quality of service. We realise that staff and volunteers may sometimes have contact with clients in a personal capacity – as friends, family or colleagues. In this situation, please take care to avoid any apparent conflict of interest and let us know if you think there is an issue.

Expenses

- Volunteers should not incur out-of-pocket costs.
- Reasonable, agreed expenses may be reimbursed in line with the club's expenses process.
- Receipts are normally required.

Ask before spending club money if you're unsure.

Data Protection and Confidentiality

Volunteers must maintain appropriate confidentiality during their time with the Club. For this reason, when you accept these guidelines, you are also signing a confidentiality declaration. This means that confidential information about people we support, volunteers, employees and our work is kept private, unless sharing this information is required by law.

All volunteers can expect to abide by the Data Protection Act 2018, requiring all your personal data to be handled according to the government's statement of the principles of good information handling.

The Club's Information Officer is Mark Johnstone, and can be contacted at:
disciplinary@ledburyrfc.co.uk

Conduct and Behaviour

Volunteers must:

- Follow the Club's Code of Conduct
- Respect match officials and opponents
- Avoid abusive, aggressive, or discriminatory behaviour

Unacceptable behaviour may result in action under the club's disciplinary procedures.

Raising Concerns or Complaints

If something isn't right:

1. Speak to your named contact or a committee member
2. If appropriate, concerns can be raised formally and confidentially with any Board Member
3. Safeguarding concerns should go directly to the Safeguarding Officer

You will be treated fairly and listened to.

Recognition and Thanks

We know volunteers give a lot, and we try to show our appreciation through:

- Regular thanks and positive feedback
- Club communications and social events
- Volunteer awards or recognition where possible

Your contribution does not go unnoticed.

Stepping Down or Changing Roles

- You can step down from a role at any time
- If possible, please give reasonable notice
- We welcome feedback to help improve the volunteer experience

Volunteering should fit your life — not the other way around.

Useful Contacts

(To be updated by the club at the point of issue)

- Chairperson: _____
- Secretary: _____
- Safeguarding Officer: _____
- Volunteer Coordinator (if applicable): _____