



VOLUNTEERS SUPPORT POLICY

Club Policy Statement

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Amendments List

Amendment No	Version No	Date	Details
0	0.1	1 st November 2025	Initial Draft
1	1.0	1 st December 2025	Document Released

THIS DOCUMENT IS ISSUED ON
THE AUTHORITY OF THE
CHAIRMAN OF THE BOARD OF
LEDBURY RUGBY FOOTBALL CLUB
LTD

Throughout this document, all references to
'Ledbury RFC' and 'The Club' should be
interpreted as representing Ledbury Rugby
Football Club Ltd, including its subsidiary
company, The Pavilion Rooms (Ledbury) Ltd,
unless specified otherwise.

Please notify the document author of any
errors, omissions, or suggested amendments
by e-mail to chairman@ledburyrfc.co.uk

1. Policy Statement

Ledbury Rugby Football Club (“the Club”) recognises that volunteers are vital to the delivery, growth, and success of rugby at all levels within the Club. Volunteers willingly contribute their time, skills, and experience, and the Club is committed to supporting, safeguarding, and valuing them.

The Club aims to foster a positive volunteering culture that encourages enjoyment, inclusivity, respect, and personal growth, while prioritising the safety and well-being of all participants.

This policy sets out the Club’s commitment to supporting volunteers and defines the responsibilities of both the Club and its volunteers.

2. Purpose of the Policy

The purpose of this policy is to:

- Provide a clear framework for recruiting, supporting, and retaining volunteers.
- Ensure volunteers understand their roles and responsibilities.
- Promote good practice, safeguarding, and welfare.
- Encourage a positive and respectful club environment.
- Reduce the risk of burnout by promoting realistic expectations.

3. Scope

This policy applies to all individuals who volunteer on behalf of the Club, whether in a formal or informal capacity, including:

- Coaches, assistant coaches, and skills coaches.
- Team managers and administrators.
- Match day volunteers (e.g. first aiders, touch judges, stewarding staff).
- Committee members and officers.
- Safeguarding, welfare, and inclusion officers.
- Fundraising, social, bar, and events volunteers.
- Parent helpers and occasional volunteers.

Volunteers are not employees and do not have a contractual relationship with the Club.

4. Equality, Diversity, and Inclusion

The Club is committed to ensuring that volunteering opportunities are open and accessible to all. The Club will:

- Treat all volunteers fairly and with respect.
- Promote equality of opportunity regardless of age, gender, race, disability, religion, sexual orientation, or background.
- Challenge discrimination, harassment, and victimisation.

- Make reasonable adjustments to support volunteers with additional needs.

5. Recruitment and Appointment of Volunteers

5.1 Recruitment

- Volunteer roles will be promoted openly and transparently where possible.
- The Club will aim to match volunteers' skills, experience, and interests to appropriate roles.
- Volunteers will receive clear information about what is expected before agreeing to a role.

5.2 Role Descriptions

Each volunteer role should have a basic role description outlining:

- Main duties and responsibilities.
- Time commitment and expected availability.
- Who the volunteer reports to and who they can go to for support.
- Any training or qualifications required.

5.3 Safeguarding Checks

- Volunteers working with children or vulnerable adults must comply with the Club's Safeguarding Policy.
- Appropriate background checks (e.g. DBS) will be completed in line with governing body requirements.
- No volunteer will begin a regulated role without the necessary clearance.

6. Induction and Onboarding

The Club will ensure that volunteers are properly welcomed and inducted, which may include:

- An introduction to the Club's values, structure, and culture.
- Access to key policies (e.g. Safeguarding, Codes of Conduct, Health & Safety, Equality).
- An overview of facilities, equipment, and emergency procedures.
- Introduction to relevant committee members or team staff.
- Issue of the LRFC Volunteer Handbook (See Annex A).

Induction should be proportionate to the role and the level of responsibility involved.

7. Training and Development

- The Club encourages continuous learning and development for volunteers.
- Volunteers will be supported to access appropriate training, including courses offered by the relevant rugby governing body. Any mandatory training requirements (i.e. First Aid) will be funded by the club.
- Where possible, the Club may contribute to or fund elective training costs, subject to budget and committee approvals.

- Volunteers are encouraged to share skills and knowledge gained through training with others in the Club.

8. Support, Supervision, and Communication

- Each volunteer will have a named point of contact for guidance and support.
- The Club will foster an open and supportive culture where volunteers feel comfortable raising concerns or asking for help.
- Regular communication will be maintained through meetings, emails, or digital platforms.
- Volunteers will be consulted where appropriate on decisions affecting their role.

9. Health, Safety, and Welfare

The Club has a duty of care to its volunteers and is committed to providing a safe environment.

9.1 Responsibilities

The Club will:

- Provide a safe environment for playing and working.
- Maintain appropriate insurance cover for volunteers.
- Ensure risk assessments are carried out where necessary.

Volunteers must:

- Take reasonable care of their own health and safety and that of others.
- Follow Club policies and procedures.
- Use equipment safely and report defects or hazards.

9.2 Wellbeing

- The Club recognises that volunteers might face competing personal, family, and work commitments.
- Volunteers are encouraged to step back, share responsibilities, or take breaks when needed.
- The Club will actively discourage excessive workloads or pressure.

10. Safeguarding and Welfare of Participants

- Safeguarding is everyone's responsibility.
- Volunteers must act in accordance with the Club's Safeguarding Policy and Codes of Conduct.
- Any safeguarding concerns must be reported immediately to the Club Safeguarding Officer.
- Volunteers will receive appropriate safeguarding guidance and training for their role.

11. Expenses and Resources

- Volunteers should not be out of pocket as a result of volunteering.
- Reasonable and agreed expenses may be reimbursed in line with the Club's expenses policy.

- Volunteers will be provided with access to the necessary equipment and resources to carry out their role safely and effectively.

12. Standards of Conduct

Volunteers are expected to:

- Act as positive role models for players, members, and spectators.
- Uphold the values of rugby, including teamwork, respect, enjoyment, discipline, and sportsmanship..
- Comply with Club rules, policies, and governing body regulations

Unacceptable behaviour, including bullying, harassment, abuse, or discrimination, will not be tolerated and may result in disciplinary action.

13. Managing Concerns, Complaints, and Discipline

- The Club aims to resolve issues informally where possible through discussion and support.
- Formal concerns or complaints will be managed fairly, consistently, and confidentially.
- Volunteers have the right to be heard and supported throughout any process.
- Disciplinary matters will be handled in line with the Club's disciplinary procedures.
- Complaints can be made, in confidence, to any board member.

14. Recognition and Retention of Volunteers

The Club values the contribution of its volunteers and will:

- Offer regular thanks and positive feedback.
- Recognise volunteer contributions through awards, events, or club communications.
- Encourage social opportunities and a sense of belonging within the Club.
- Seek feedback from volunteers to improve the volunteering experience.

15. Ending a Volunteering Role

- Volunteers may step down from their role at any time, ideally providing reasonable notice.
- The Club may end a volunteering role if necessary, following appropriate discussion and process.
- Exit feedback may be sought to help improve future volunteer support.

16. Policy Review

This policy will be reviewed at least every **2 years** or sooner if required by changes in legislation or governing body guidance. The review will be carried out by the Club Board.

Signature Page:

This policy document has been approved for issue by the Board of Ledbury Rugby Football Club Ltd.

Ellie Ramsey
Club Chair

Date: 1st December 2025

Date for next formal review: 1st December 2027

Annex A – The LRFC Volunteer Handbook

Ledbury Rugby Football Club

Welcome

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

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.

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.

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, confidentiality and the media

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 point of issue)

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