ULSTER Badminton

Volunteer Policy

Reviewed- Nov 2026

Introduction

1.1 This document explains Ulster Branch Badminton Union of Ireland's Volunteer Policy and the steps that need to be taken in order to have effective volunteers to assist the Branch in the task of making us renowned as a successful, dynamic sport driven by a united community.

1.2 A volunteer is anyone who freely chooses to undertake supporting our group through the giving of their time, skills and experience without financial remuneration beyond out of pocket expenses. It is support undertaken by choice and is unpaid. Volunteers can expect to:

- help with the delivery of our services
- be active in projects and community-led activities supported by us
- help raise funds to support our work.

1. Values

2.1 UBBUI values the involvement of volunteers in our work because they help reflect the interests, needs and resources of the community we aim to serve and bring a unique perspective on all our work.

2.2 UBBUI recognise the status of volunteers as a legitimate and complementary resource to that of paid staff. We recognise volunteers as a core part of our team, with a distinctive but complementary role alongside paid staff.

2.3 UBBUI acknowledge that volunteering is a beneficial experience for both volunteers and service users. Insofar as we benefit from the skills, experience and enthusiasm of volunteers, we believe that volunteers should be able to gain personal benefits from the experience too. We are committed to managing volunteers in a way that ensures that the needs of both parties are met.

2.4 UBBUI strives to create a diverse and inclusive organisation within a diverse and inclusive community. Therefore, we are committed to ensuring equality of access to high quality volunteer opportunities and equality of treatment for our volunteers in all our policies and practices

2. Preparation and planning

3.1 UBBUI identifies roles for volunteers which extend the work of the organisation. Volunteers are involved at every level of the organisation in roles which complement, but never substitute, the work of paid staff.

3.2 Volunteers will not be used in times of industrial action to do the work of paid staff. They may continue with their regular tasks, but will not be asked to undertake additional duties.

3.3 All volunteers are provided with a written role description, outlining the purpose, tasks and main expectations of their role. This role is reviewed once a year by the Board.

3.4 Volunteers with UBBUI are fully protected by the organisation's public liability and personal accident insurance providing they have affiliated to Badminton Ireland. However, drivers using their cars in connection with their voluntary work must inform their own insurance company to ensure adequate and continued cover.

3.5 UBBUI reimburses volunteers' out of pocket expenses for travel and dependent care when claims are submitted as per the Travel & Subsistence Policy

3.6 UBBUI endeavours to provide adequate and appropriate facilities, equipment and resources to enable volunteers to fulfil their roles.

3. Recruitment and selection

4.1 UBBUI is committed to serving and representing all the people of UBBUI and wishes to see all sections of the community represented among our volunteers.

4.1.1 Volunteer opportunities are widely promoted throughout UBBUI, and we will endeavour to make recruitment and selection materials available in a format accessible to any individual upon request.

4.1.2 Furthermore, UBBUI regularly reviews the make-up of the volunteer team to identify and target any under-represented group(s).

4.2 UBBUI implements a fair, effective and open system in the recruitment and selection of volunteers and treats all information collected in this process confidentially.

4.3 All potential volunteers will go through a recruitment and selection process that is appropriate to the role offered. UBBUI uses recommendations, references and informal chats and interviews. Additional measures may be implemented depending on the nature of the volunteer role and Access NI checks are conducted where appropriate.

4.4 The process is conducted by appropriately briefed/trained people and aims to allow both parties to give and receive sufficient information to assess whether the volunteer opportunities available match the potential volunteer's skills, qualities and interests.

4.5 If unsuccessful, individuals will be offered an opportunity to discuss the outcome and identify possible alternatives within or outside of UBBUI.

4. Management of volunteers

5.1 Volunteers are welcomed at a welcome meeting which outlines the expectations and responsibilities of both the volunteer and UBBUI. This agreement may be reviewed at any time with the consent of the volunteer and the appointed Board member, including during the initial review meeting at the end of the settling in period see 5.4.

5.2 Volunteers will be properly briefed about the activities to be undertaken, and given all the necessary information to enable them to perform them with confidence. All volunteers are provided with an induction within six weeks of commencing their voluntary work.

5.2.1 The induction: provides background information on UBBUI

5.2.2 Explains its structures and procedures

5.2.3 Describes the volunteer role and the work team

5.2.4 Outlines how they will be supported, including practical information on e.g. expenses.

5.3 During the induction period volunteers will be given information on relevant legislation, organisational policies and codes of practice and will be given the opportunity to discuss any of the issues with the allocated Board member.

5.4 All volunteer placements are subject to a settling in period, the length of which depends on the nature of the voluntary work. During this period, volunteers maybe given additional support and a review meeting between the volunteer and their Board member is held at the end of the settling in period to ensure that all parties are satisfied with the arrangement.

5.5 All volunteers are allocated a named person as their contact (although the Chairperson can be contacted in case of an emergency or if the designated contact is unavailable).

5.5.1 This individual can provide day-to-day help and guidance on any issue related to the voluntary work and is responsible for providing regular support to the volunteer.

5.5.2 The frequency, duration and format of this support is agreed between the volunteer and their contact at the end of the settling in period.

5.6 Training will enable volunteers to develop their capabilities and personal competence. UBBUI is committed to improving the effectiveness of volunteers.

5.6.1 Volunteers may choose to attend any in-house training course that they feel is relevant to their voluntary work, subject to the approval of their contacts and availability of places.

5.6.2 Volunteers may also apply to their contact for financial and practical support to attend external courses, where they can be shown to have a clear relevance to the voluntary work.

5.6.3 Volunteers attending approved training courses, internal or external, may reclaim out-of-pocket expenses.

5.7 UBBUI aims to reflect the voluntary nature of our relationship with volunteers in all our policies and procedures for managing their involvement.

5.8 Therefore, the volunteer's designated contact deals with minor complaints or grievances about or by volunteers or their work through the usual support and supervision procedures, in the first instance.

5.9 However, we recognise our duty to protect the wellbeing and interests of all our stakeholders and therefore operate a formal complaints procedure in the case of more serious complaints.

5.10 In the case of particularly serious offences, as specified in the Code of Practice, this process may be bypassed and/or the subject of the complaint asked to leave.

5.11 Where a criminal offence is suspected, the matter will be handed over to the police.

5.8 UBBUI recognises the core role that volunteers fulfil at every level of the organisation. It endeavours to communicate with volunteers in appropriate ways, including website and e-mails.

5.8.1 It also recognises the importance of seeking volunteers' ideas and opinions at regular interval

5.8.2 Feedback from volunteers is always welcome and any volunteer may make representations to any of the scheduled meetings of the Executive Committee."

5.9 Records will be kept of the work done by volunteers, to enable their involvement to be monitored effectively. In order to effectively monitor the work that volunteers do and how they are managed, a personal file is maintained for all volunteers

5.9.1 Which includes: contact details and other relevant personal information

5.9.2 Details of the application and selection process; agreements made; records of support and supervision activities; training undertaken and any complaints or grievances made or received.

5.9.3 Some of this information and other relevant information may also be recorded in computerised records.

5.9.4 All such information is treated in accordance with the Data Protection Act (1998) and volunteers are entitled to inspect all such information pertaining to their own involvement."

5.10 If relevant, UBBUI will make it explicitly clear that intellectual property rights of original work produced by volunteers has been transferred to the organisation i.e. flyers, photos, reports that volunteers have written in etc. Both volunteers and the organisation agree that the intellectual property rights of original work produced by volunteers automatically transfers to the organisation.

5.11 Further reference – Badminton Ireland Volunteer Management Policy

5.12 Further reference- Badminton Ireland Volunteer Handbook.pdf