



Volunteer Policy

Version 1. January 2021

GALWAY TRIATHLON CLUB

INTRODUCTION

Galway Triathlon Club aims to provide triathletes with a friendly and informative welcome through the service of volunteers. The club is run on a 100% volunteer basis. It is you, the volunteer, who is helping to create a friendly, warm, encouraging, safety-conscious club event or race, and helping ensure that the participants have a unique and memorable experience! This Volunteer Policy has been developed as a support tool for volunteers.

WHO CAN VOLUNTEER?

All adult club members are invited to volunteer throughout the year. Activities could include coaching adults and juniors, leading training sessions, organising training events/talks/weekends, being a committee member, being a Triathlon Ireland Technical Official, marshalling at club races or other jobs defined by the club committee.

The list is not exhaustive and volunteer activities are based on the expressed needs of the club. They are designed and carried out in accordance with the organisation's mission to promote the sport of triathlon.

DEFINITION OF VOLUNTEERING

"Volunteering is the commitment of time and energy, for the benefit of society, local communities, individuals outside the immediate family, the environment or other causes. Voluntary activities are undertaken of a person's own free will, without payment."

The White Paper Supporting Voluntary Activity (2000)

EQUAL OPPORTUNITIES

Galway Triathlon Club is committed to being an equal opportunities organization. All volunteers should be free from discrimination on the grounds of gender, marital status, family status, age, race, sexuality, religion, disability & membership of the Traveler Community.



Triathlon Ireland – Promoting Triathlon Excellence

WHAT IS EXPECTED OF VOLUNTEERS?

We have certain expectations of volunteers including to:

- be professional, friendly, helpful, courteous and respectful at all times
- be punctual
- to meet the time, duty & task commitments outlined in the role and to provide sufficient notice if unavailable

ROLE DESCRIPTIONS

Galway Triathlon Club will define the roles and functions of volunteers. Every time a volunteer is involved, a designated Galway Triathlon Club member will agree the tasks that the volunteer will undertake. Volunteers will be adequately prepared for such tasks prior to commencing the voluntary work.

Each volunteer should be familiar with his/her role description and feel comfortable in offering suggestions for change and improvement.

CODE OF CONDUCT

Galway Triathlon Club expects volunteers to abide by the following practices:

Attitude

A professional attitude in which the role comes first is expected and professional courtesy must reign at all times. Dominant, aggressive, oppressive and disrespectful behaviour are not tolerated and will be dealt with immediately. Anyone, witnessing such behaviour should report it to the Chairperson or Secretary immediately for further action.

Confidentiality

Volunteers follow the same procedures as staff in areas of confidentiality. Volunteers are expected to keep information related to Galway Triathlon Club work confidential. Volunteers are considered to be authorised representatives of Galway Triathlon Club & therefore have access to information relevant to and necessary for the successful completion of their role. Failure to maintain confidentiality may result in the termination of the volunteer's relationship with the Galway Triathlon Club.



Speaking on behalf of Galway Triathlon Club

Volunteers must in all cases seek approval from Galway Triathlon Club committee prior to any action or statement that might significantly affect or obligate Galway Triathlon Club. These actions include public statements to the press, coalition or lobbying efforts with other organisations or any agreements involving contractual or financial obligations.

Alcohol & drugs

Volunteers smelling of alcohol or under the influence of drugs (including alcohol) will not be permitted to volunteer and will immediately be asked to leave by the Chairperson or Secretary, or a member of the committee, if the aforementioned is unavailable. Any suspicion of substance abuse should be immediately reported to the Chairperson or Secretary or a member of the committee.

Health and Safety

The health and safety of all volunteers is an absolute priority of ours. Some basic health and safety guidelines are as follows:

- Wear your Galway Triathlon Club Hi-Viz bib and/or club gear so you are identifiable at all times
- Bring your mobile phone with you and ensure it is fully charged
- In case of an emergency (where an incident requires an immediate Garda response) call 112 or 999
- Be prepared for all weather conditions
- Volunteers are insured provided they are members of Triathlon Ireland and attending an organised club training or race event.
- Don't administer First Aid if you are not trained to do so
- Do not enter a confrontation of any form with any member of the public or a competitor
- Ensure that you drink plenty of water and eat food before and during your event
- Make the Head Coach or Head Marshall aware of any medical or health issues affecting you



Personal Property

We strongly advise that volunteers do not bring any valuables with them on their volunteer shifts. All mobile phones should be kept safe and hidden from view and only used in an emergency. Galway Triathlon Club does not accept responsibility for any personal property belonging to volunteers.

Reimbursement of expenses

Unfortunately, we are not in a position to reimburse out-of-pocket expenses, travel to/from the event or accommodation.

Support

All volunteers will receive regular support from a designated named member of Galway Triathlon Club. The level of support will be commensurate to the complexity of the task being carried out.

Volunteer performance standard

Volunteers are asked to give a commitment to ensuring that their involvement maintains and contributes to the standard of services being provided by Galway Triathlon Club. Volunteers are expected to inform their supervisor of an impending absence as far in advance as possible so alternative arrangements can be made for the completion of work.

Volunteer involvement will be reviewed regularly and may in some instances be discontinued. Grounds for dismissal include, but are not limited to, gross misconduct, being under the influence of drugs or alcohol, theft, breaches of confidentiality, abuse of clients and co-workers, failure to abide by Galway Triathlon Club's policies & procedures, and failure to complete duties to a satisfactory standard.



Volunteer Complaints

If a volunteer wishes to make a complaint they should initially discuss their grievance with the club member responsible for volunteer supervision and support. If problems cannot be resolved they can put their complaint in writing to the Club Secretary who will consult with the appropriate committee members. They will jointly decide on further appropriate action. If the volunteer is dissatisfied with the reply, she/he may then write, within 14 days to the Club Chairperson who will convene a sub-committee to hear an appeal.

Recognition

Galway Triathlon Club will ensure that all voluntary input is recognised and appreciated.

