



Cork City Marathon Volunteer Policy

1. Introduction

Why is a Volunteer Policy important to us and needed?

The purpose of this Volunteer Policy is to provide all current&/future staff and volunteers with clear guidelines, to prescribe limits of behaviour, assign responsibilities and explain Volunteer management systems and operating standards. It supplements other Cork City Marathon policies & procedures.

The Volunteer Policy does not constitute a binding contract. We reserve the right to change the policy and to expect adherence to the changed policy. Volunteers and staff are expected to act in accordance with all organisation policies and procedures as outlined by this policy.

2. Principles

Cork City Marathon

- Recognises that voluntary work brings benefits to volunteers themselves, to service users and to paid staff.
- Will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to Cork City Marathon 's work.
- Will not introduce volunteers to replace paid staff but can assist and collaborate together.
- Expects that future&/current staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- Recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs.
- Will endeavour to identify and cover the costs of involving volunteers.
- Recognises that the management of volunteers requires designated responsibilities within specific posts.
- Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible

Cork City Marathon Volunteers can expect to:

- be involved and managed in accordance with equal opportunity laws and best practice
- be given accurate information about the organisation
- be given a role description and agreed working hours
- be offered training appropriate to tasks
- receive supervision and support
- have access to a grievance procedure
- work in a safe environment
- be adequately covered by insurance
- have your voluntary contribution recognised
- have your personal information dealt with in accordance with the Data Protection Acts

3. Recruitment

Recruitment of volunteers will generally be from all sections of the community. Cork City Marathon is ideally suited to, but not confined to, people who want to support Cork City Marathon, are interested in athletics and get involved or are enthusiastic and reliable. Cork City Marathon will consider involving anyone over 18 years old as a volunteer. We will accept volunteers on a strictly equal opportunity basis, with the proviso that each volunteer is capable of fulfilling the tasks assigned to them in a way that does not compromise themselves, their colleagues or organisation visitors.

People interested in becoming volunteers with Cork City Marathon

- Expressions of interest are screened and the volunteer is invited to an informal online group meeting led by our Volunteer Co-Ordinator.
- For specific roles, some training or orientation may be mandatory, again they will be informed of along with information of the role in advance so they can make an informed decision and commitment.
- Volunteers are selected for roles based on the requirements of the particular event/task and the volunteer's experience, skills, availability and interest.
- The selection decision will be communicated by email to the applicant.
- Without meeting the above criteria, volunteers will be ineligible to volunteer for Cork City Marathon .

Volunteers will be given a information pack with policies etc.

4. Conduct

Cork City Marathon expects volunteers to abide by the following practices:

Attitude

Volunteers are expected to act in a professional and respectful manner at all times. Aggressive, domineering and oppressive behaviour are not tolerated and must be reported to the Volunteer Co-Ordinator or your immediate supervisor immediately.

People under the influence of drugs (including alcohol) will not be permitted to volunteer and will immediately be asked to leave. Any suspicion of substance abuse should be immediately reported to the Volunteer Co-Ordinator or team leader.

Attendance

Working times are negotiated between the Volunteer Co-Ordinator, Team Leader and the volunteer and are as flexible as each role allows. On arrival for shift, each volunteer must immediately report to the Volunteer Co-Ordinator or established Team Leader to register their attendance. All absences must be notified as soon as possible to the Volunteer Co-Ordinator so that alternative arrangements can be made.

Regular lateness or absence may result in ending your involvement as a volunteer with Cork City Marathon .

Teamwork

Co-operation and teamwork amongst the volunteers, current &/ future staff and clients is required and encouraged.

Representation

All Cork City Marathon volunteers represent Cork City Marathon as a whole, and need to act appropriately at all times while on volunteer duty. It is important to be welcoming and approachable to all attendees of Cork City Marathon.

Should you receive any contact from the press for comments or information, they should be politely directed to the Comms Team. This will ensure the accuracy of all information given to the media. Similarly you should not give interviews or comments in relation to the organisation without the prior consent of the organisation. You should also exercise discretion when commenting in your private capacity about the organisation or an event where your comment may be understood to be an official comment of the organisation.

5. Confidentiality and Data Protection

All information that is or has been obtained by you during, or in the course of your involvement, or has otherwise been acquired by you in confidence, that relates particularly to the organisation's business, or that of others with whom we have dealings of any sort, that we have not made public, is confidential, and a volunteer shall not at any time, before or after the end of their involvement, disclose such information to any person without our written consent. Volunteers are expected to exercise care to keep safeguard any documents or other material containing confidential or data information, and at the end of your involvement with us, or at any other time upon demand, return any such material in your possession.

6. Support

Our Team Leader and our Administration team are responsible for providing support and for the management of volunteers, including answering questions regarding policies, dealing

with any complaints and grievances involving volunteers, delivering induction and arranging training.

All volunteers are allocated a designated Team Leader when volunteering for an event.

It is the role of the designated Team Leader to provide advice and guidance relating to the voluntary work, provide support and supervision for the duration of the event. The purpose and benefits of supervision are to:

- Clarify priorities
- Share information, answer questions
- Discuss any issues the volunteer may have
- Identify and meet support needs
- Recognise and deal with existing and potential problems
- Monitor and evaluate performance

7. Records

Minimum details will be kept on volunteers. This will include the registration form, references, placement details, crisis contact, correspondence and any other relevant information in accordance with Cork City Marathon data protection policy.

8. Expenses

Only agreed expenses cleared and pre-approved with Cork City Marathon Organisers will be covered and refunded. Travel costs to and from volunteer shifts must be covered by the volunteer.

9. Insurance

Volunteers will be covered by insurance while carrying out agreed duties. However drivers using their cars in connection with their voluntary work must inform their own insurance company to ensure adequate and continued cover.

10. Personal Property

We strongly advise that volunteers do not bring any valuables while volunteering. We do not accept responsibility for any personal property belonging to volunteers.

11. Health and Safety

Cork City Marathon will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with Cork City Marathon 's and the relevant venue's Health and Safety policy.

All volunteers must abide by Health & Safety Guidelines as presented by the Team leader before the any event commences.

- Understand the emergency plans for the venue you are in e.g. where are the fire exits.
- Co-operate fully with the project team, and venue staff at all times.
- Assist the Security & Gardaí if/when necessary, please note though that you will never be asked or expected to perform duties of a security personnel at the event.
- Facilitate immediate access for emergency services when necessary
- Inform your Team Leader if you note anything likely to cause injury or danger to persons
- If you agree to lift/carry any object while volunteering, please observe the following guidelines on safe lifting and carrying techniques.
 - Assess the area, the task and the load
 - Find a broad, stable position for your body with your feet flat on the floor
 - Keep your back straight
 - Adopt a firm grip on the object to be lifted/carried
 - Keep your arms in line with your body trunk
 - Keep the load close to your body
 - Walk steadily and slowly
- If you feel unwell or an activity is unsafe, please report this to the Team Leader
- If you identify any potential hazards, please report this to venue staff or Team Leader
- In the event of a hazard or any other risk e.g. fire, remove yourself and warn others of imminent danger
- Don't use any equipment or machinery that you haven't been trained to use.

First Aid

If a medical incident or emergency occurs, unless you are fully trained in first aid, your first priority is to get assistance from someone who is trained. Medics will be covering the event, please notify a steward who can contact event control to get immediate assistance. Regardless of your own experience, ensure that professional medical help is contacted and obtained.

Remember the 5 Ws if you are contacting emergency services:

- 1) Who you are
- 2) Where you are
- 3) What you have
- 4) What you need
- 5) Wait

If there is any immediate danger to yourself or others, please get yourself and those near you away from the area as quickly as possible.

If you can perform any of the below duties while waiting for medical assistance please do:

- Clear the space around the individual and keep the other spectators away

- Help make the individual comfortable but be conscious of circumstances where you should avoid moving the individual e.g. potential spinal injury.
- If possible, place them in the recovery position
- If they are conscious, try and chat to them. This can often be a confusing and scary situation, so by introducing yourself, finding out their name and letting them know what has happened and that help is on the way can make a real difference.

If an incident should occur, an incident report form must be filled out by the Team Leader with the assistance of volunteers who were on site of incident. These forms are very important to help us reduce the repeat of further similar incidents, minimise risks and safeguard attendees and volunteers.

If you have been affected by any incident, please don't hesitate to let your Team Leader know should you need to leave early or need time away or for some self care. Your physical and mental health is paramount to us. If you need to access mental health support, please don't hesitate to contact Cork City Marathon if you need advice.

12. Children and Vulnerable Adult Safeguarding Statement and Procedures

Cork City Marathon has a Children Protection and Welfare Policy, which will be accessible to volunteers during induction. Any volunteer covering a family event must have read and be familiar with this statement and procedures.

Below are some of the key things to be aware of as a volunteer of Cork City Marathon:

It is the policy to

- Acknowledge the rights of children and vulnerable adults to be protected, treated with respect, listened to, and have their own views taken into consideration.
- Recognise the welfare of children and vulnerable adults must always come first, regardless of other considerations.
- Adopt the safest possible practices to minimise the possibility of harm or accidents happening to children and vulnerable adults and protect workers/volunteers from the necessity to take risks and leave themselves open to accusations of abuse or neglect.
- Develop procedures for responding to accidents and complaints.
- Volunteers and Staff are expected to
 - Always be polite and courteous around children
 - Follow procedures in relation to lost children
 - Report any incidences or accidents to your Team Leader
 - Never be left alone with a child– always have a fellow volunteer or staff member with you
 - Photography must follow the organisation's guidelines

13. Problems

All volunteers have access to a process to address any issues or difficulties about any aspect of their work or how they are managed. If volunteers are not satisfied that issues in relation to their volunteering are being handled appropriately, they are entitled to have their concerns reviewed in accordance with the organisation's Volunteer Grievance and Complaint Policies.

Cork City Marathon Volunteer Grievance Policy

Cork City Marathon recognise that volunteers have the right to raise grievances about any matter related to their volunteering (this could be in relation to another volunteer, a member of the public or the manner in which they are being treated by Cork City Marathon or a venue).

The welfare of its volunteers is of paramount importance to Cork City Marathon .

The grievance procedure is in place to ensure that all volunteers are dealt with in a fair manner.

Procedure

1. If a volunteer has a complaint against another volunteer, event attendee, venue or the organisation in general they should first discuss this with the Volunteer Co-Ordinator. The volunteer may be accompanied by a third party at this meeting. They should notify the Volunteer Co-Ordinator by email/phone call of the issue.
2. The Volunteer Co-Ordinator then arrange a convenient time to meet within fourteen days of this issue being raised. This meeting may be in person or online.
3. At the meeting, the volunteer's complaint will be heard in full, and any relevant details gathered. If a simple resolution can be achieved during this first meeting it will. If the matter is of a more complex and/or serious nature and not resolved at this initial meeting, the procedures of the Cork City Marathon Complaint Policy will be enacted.
4. If the Co-Ordinator is the person whom the complaint is against then the matter should be referred to the Cork City Marathon Administrator who looks after all Cork City Marathon complaints received on ccm@davisevents.ie.

14. Endings

Volunteers who do not adhere to Cork City Marathon 's policies and procedures or who fail to perform their volunteer tasks satisfactorily may be asked to leave. Volunteer involvement will not be ended until the volunteer has an opportunity to discuss the reasons for being asked to leave with the supervisor. We will always look to resolve any disciplinary or performance issues or conflict fairly. Concerns will be raised with you and we will seek to resolve the matter in a quick and professional manner.

Grounds for being asked to leave include, but are not limited to, the following:

- Gross misconduct
- Being under the influence of drugs or alcohol
- Theft
- Misuse of equipment and materials
- Abuse of service users or fellow volunteers
- Breaches of confidentiality
- Failure to abide by policies and procedures
- Failure to complete duties to a satisfactory standard

When a volunteer is asked to leave this will be communicated both in person, where possible, and in writing. If a volunteer is deemed to have behaved with extreme detriment to the organisation and its reputation and to the health and safety of others involved in the event, the organisation reserves the right to end its relationship with the volunteer immediately.

When volunteers move on from their role at Cork City Marathon, they will be asked to provide feedback on the volunteering experience.

15. Monitoring and Evaluation

Cork City Marathon will systematically monitor and evaluate its use of volunteers with reference to this Volunteer Policy.

This policy will be reviewed annually.