



FACT SHEET 15

TRAINING AND SUPPORT FOR VOLUNTEERS AND COACHES

Effective Management of Staff and Volunteers

Good management of staff/volunteers will contribute to safe activities for children. Good management will also create an atmosphere where staff and volunteers feel valued, are listened to and where issues can be dealt with quickly by systems already in place.

Effective management should include:

Identifying a person responsible for welcoming/inducting new staff/volunteers.

An Induction explaining to all new leaders/coaches;

- The Club and Tennis Ireland's policies, procedures, guidelines, activities and ethos.
- Making them aware of what is expected and required of them and the boundaries or limits within which they must operate.
- Staff and volunteers should be asked to acknowledge that they have been introduced to the organisation's policies, procedures and guidelines, that they understand them and agree to abide by them.

Setting a Probationary Period (Staff)/Trial Period (Volunteers)

All appointments should be conditional on a satisfactory period of work, i.e. a probationary period for staff and a trial period for volunteers.

Every new post/role should be reviewed within an agreed period of time. The length of time will vary depending on the nature of the post.

It is good practice to have a review at conclusion of the probationary/trial period to confirm the post/role in writing.

Training

All staff/volunteers should receive induction, particular skills and child protection training appropriate to their role. Training should be updated and reviewed regularly for new staff/volunteers and in line with changing legislation.

All staff/volunteers (including designated officers and management committees) should have Safeguarding training that includes a basic awareness and understanding of child protection issues and Tennis Ireland's Safeguarding policies, procedures and guidelines. For further information on training contact Roger Geraghty Tennis Ireland Children's Officer(01 8844010) From N. Ireland (003531 8844010)

Support and Supervision

Provision for a structure for regular formal/informal, individual/group support and supervision will enable staff/volunteers to become more effective by identifying training needs and dealing quickly with difficulties.

Annual Appraisal (Staff)/Review (Volunteers)

This provides a means of enhancing support and supervision in order to highlight future support and training needs.

Completion of an Induction Checklist (See Attached)

Induction Checklist

NAME & ADDRESS OF ORGANISATION _____

Name _____ Start Date _____

Volunteer Role _____

The induction is to help a volunteer settle in as soon as possible. Induction should commence on the first day of joining and be completed as soon as is practicable. Complete the form by entering the instructors/coaches initials and the date alongside each item as the information or documents are given to the volunteer. If the induction is carried out by one instructor/coach only and all on the same day, leave these columns blank and complete the signature section at the bottom of the form.

General Information

Explanation of Induction

Introduction to manager/coach/colleagues

Locker

Personal Details

Received & signed code of conduct

Agree to attend Safeguarding training
or already completed

Have received volunteer Handbook

Risk Assessments

Health & Safety

Health & Safety Policy

Fire Procedures & Drills

First Aid/Accident procedures

Security Arrangements/locking the venue

Health & Safety and protective measures

Emergency Procedures

Health & Safety Training

Smoking Policy

Alarm

Hours of commitment

--

General

Role and Organisation

- | | | | |
|--------------------------------|-----------------------|------------------------------------|-----------------------|
| Canteen/Refreshment Facilities | <input type="radio"/> | | |
| Club Structure and services | <input type="radio"/> | Use of Club Facilities | <input type="radio"/> |
| Appraisal, Education | <input type="radio"/> | Social and Recreational Facilities | <input type="radio"/> |
| Training opportunities | <input type="radio"/> | Transport and Parking Arrangements | <input type="radio"/> |

Expenses

- | | | | |
|------------------------|-----------------------|------------------------------------|-----------------------|
| Allowances | <input type="radio"/> | Rules and Discipline | |
| Training opportunities | <input type="radio"/> | Disciplinary, Grievance and Appeal | <input type="radio"/> |
| Insurance | <input type="radio"/> | Procedures | <input type="radio"/> |
| Other Benefits | <input type="radio"/> | | |

Sickness/Illness

- I will try to inform lead coach if I am unable to
Attend a coaching session or Competition

Holidays

- I will try to inform lead coach well in advance if I am
unable to attend a coaching session or Competition
due to holidays
- Current Holiday Commitments

TOUR OF PREMISES

Show the location of cloakroom, exits and entrances, emergency and fire exits, fire alarm and first aid points, kitchen prohibited areas, hazards, notice boards and any areas to which the volunteer will need to go in the course of their role.

CONTACT NAMES

Manager/Senior Coach----- ☎ -----

Children's Officer/Representative ----- ☎ -----

First Aider ----- ☎ -----

Other Information ----- ☎ -----

Trial Period

Please indicate below any further reading/familiarisation identified for the probationary period e.g, specific policies and/or procedures.

Induction undertaken by: _____

Date of Completion: _____

I have received the above induction training:

Coach/volunteer: _____

Date of Completion: _____

PLEASE FORWARD A SIGNED COPY OF THIS DOCUMENT TO THE CLUB SECRETARY.