

Hoci Cymru

Volunteering Policy



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1. Introduction

Volunteers are fundamental to the success, growth and integrity of hockey in Wales. From grassroots delivery to governance and national events, volunteering enables the game to thrive across communities. This policy sets out the principles and practices by which Hoci Cymru involves, supports and develops volunteers. It applies to all individuals undertaking voluntary activity on behalf of the organisation.

This policy aligns with the [Welsh Government's vision for volunteering](#), supporting an inclusive, accessible and thriving volunteer ecosystem that contributes to community wellbeing and sector growth.

The purpose of this policy is to:

- Ensure a consistent and safe approach to volunteer management
- Clarify roles, responsibilities and expectations
- Align volunteering practice with safeguarding, governance and equality standards
- Support a modern, inclusive and sustainable volunteer workforce

Volunteering supports our strategic ambition to grow participation, strengthen clubs, enhance pathways and uphold the highest standards of welfare and compliance.

2. Our Commitments

Hoci Cymru recognises volunteers as an integral part of the organisation. Their contribution supports our mission and strategic objectives and complements but does not replace the work of paid staff.

We are committed to:

- Creating safe, inclusive and welcoming volunteering environments
- Embedding safeguarding and welfare at the centre of volunteer practice
- Supporting flexible and accessible volunteering opportunities
- Encouraging participation from under-represented groups
- Providing clear structures, guidance and development pathways
- Recognising and celebrating volunteer contribution

We acknowledge that volunteering requires appropriate investment. Adequate staffing, governance oversight and safeguarding systems will be maintained to ensure volunteers are supported effectively.

3. Who Is a Volunteer?

A volunteer is an individual who undertakes activity on behalf of Hoci Cymru or its affiliated structures (including leagues, regional associations and partner organisations), unpaid and by free choice. In line with Welsh Government principles, volunteering:

- Is undertaken freely
- Delivers community or public benefit
- Is not undertaken for financial gain

Trustees and Board Directors are volunteers with governance responsibilities. Work placements and internships are not classified as volunteering and are managed separately.

Volunteers may contribute:

- Within clubs, associations and community delivery
- On regional and national pathway programmes
- As coaches, umpires, managers and welfare officers
- At events, competitions and festivals
- In governance or advisory roles
- In heritage and community engagement initiatives

Volunteers strengthen the game by bringing expertise, lived experience, advocacy and leadership.

4. Roles and Responsibilities

Organisational Responsibility

The Director of Participation & Development holds strategic oversight for volunteering. Operational responsibility may sit with:

- People Development Leads
- Safeguarding Leads
- Competition or Event Leads
- Regional staff
- Club and Association Committees

All volunteers will have a named contact responsible for support, guidance and supervision.

Organisational Expectations of Volunteers

Volunteers are expected to:

- Uphold Hoci Cymru values: Connected, Passionate, Energetic
- Comply with safeguarding, DBS and reporting requirements

- Follow Codes of Conduct and organisational policies
- Act with integrity and professionalism
- Promote hockey positively within communities
- Promote the governing body positively across all formats
- Respect confidentiality
- Have the appropriate membership for their role
- Undertake required training and maintain qualifications where relevant

Volunteer roles are based on mutual trust and understanding. There is no contractual obligation for either party; however, a presumption of reliability, professionalism and shared commitment applies.

What Volunteers Can Expect

Volunteers can expect:

- Clear information about their role
- Appropriate induction and training
- Support and supervision
- Safe environments
- Appropriate insurance for their role
- Fair and respectful treatment
- Access to development opportunities
- Recognition and appreciation
- The ability to decline unreasonable expectations
- Clear guidance if concerns arise

All volunteers should be registered as a Hoci Cymru member on Sport80.

5. Recruitment and Selection

Hoci Cymru is committed to inclusive and equitable recruitment. Volunteer opportunities delivered directly by Hoci Cymru will be promoted bilingually (Welsh and English). Across the wider hockey network, clubs and partners are encouraged and supported to promote opportunities in both languages where capacity allows, to maximise inclusive access and participation.

Recruitment processes will be proportionate to the role and may include:

- Application form or expression of interest
- Informal interview or conversation
- References (at least 2 if involved with children)
- Risk assessment
- DBS check (where required, every 3 years)

Roles involving regular contact with children or adults at risk require enhanced DBS clearance prior to deployment. A criminal record does not automatically prevent volunteering. Risk assessments will be conducted fairly and proportionately.

All recruitment processes will reflect safer recruitment principles and safeguarding obligations.

6. Induction and Training

All volunteers should receive an appropriate induction tailored to their role. This will include:

- Role clarity and responsibilities
- Safeguarding procedures
- Reporting mechanisms (including the use of Hoci Cymru's Incident Report Form where applicable)
- Health and Safety guidance
- Relevant codes and conduct expectations

Where relevant, volunteers may be required to complete:

- Safeguarding training
- Coaching or umpiring qualifications
- First Aid certification
- EDI awareness training

Volunteering is recognised as part of the people development pathway within hockey in Wales.

7. Support and Supervision

Volunteers will receive ongoing support appropriate to their role. This may include:

- One-to-one check-ins
- Group meetings or forums
- Welfare Officer support
- Access to safeguarding advice

Hoci Cymru will also support and enable clubs and partners to provide effective, ongoing volunteer support through the Club Framework and wider development programmes.

Hoci Cymru provides open communication channels and encourages early discussion of any concerns.

8. Recognition

Hoci Cymru values and celebrates volunteer contribution through:

- Annual reports
- Website and social media features
- Volunteer awards
- Volunteers' Week campaigns
- Club Framework recognition
- National honours and heritage initiatives

Volunteers who have served for at least three months may request a reference. Recognition is embedded within our culture and governance structures.

9. Dealing with Concerns

Hoci Cymru is committed to fair, consistent and transparent handling of concerns. Safeguarding concerns must be reported in line with safeguarding procedures and via our Incident Report form or MyConcern where applicable.

Other issues will be managed through:

- Complaints Policy
- Code of Conduct processes
- Disciplinary procedures (where relevant)
- Hoci Cymru Ethics and Integrity (whistleblowing) Policy

Volunteers will be informed of appropriate reporting routes during induction. Concerns will be addressed promptly, proportionately and in line with duty-of-care obligations.

10. Expenses

Volunteers will receive clear guidance regarding eligibility of expenses and how to claim them in accordance with Hoci Cymru finance procedures. Reimbursement arrangements will be communicated at induction.

11. Leaving Your Role

When volunteers conclude their role with Hoci Cymru, Hoci Cymru will:

- Offer an opportunity to provide feedback
- Support appropriate handover
- Formally acknowledge contribution

Where appropriate, volunteers may transition into alternative roles within Hoci Cymru.

12. Other Relevant Documents

This policy should be read alongside:

- [Safeguarding Young People Policy](#)
- [Safeguarding Adults Policy](#)
- [DBS Guidance](#)
- [Code of Conduct](#)
- [Health & Safety Policy](#)
- [Social Media Policy](#)
- [Complaints Policy](#)
- [GDPR](#)
- [Ethics & Integrity](#)