VOLUNTEER HANDBOOK

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Introduction

Introduction to the Handbook

Welcome to Fyrish Flyers Netball Club

We are thrilled to have you as part of our community, where volunteers are the backbone of everything we do. Whether you are new to volunteering or a seasoned hand, your contributions make a huge difference in creating a positive experience for our players, supporters, and the wider community.

This handbook is designed to guide you through the essential policies, onboarding procedures, and best practices to ensure your volunteering experience is smooth, enjoyable, and rewarding. It also outlines the standards we adhere to in promoting a safe, respectful, and inclusive environment for everyone involved.

Why Volunteer?

Volunteering with a netball club offers personal growth, leadership development, and valuable skills like teamwork and communication. You will have access to training and education opportunities while making a meaningful impact in your local community. By fostering diversity and inclusion, you will help create a welcoming environment for all. Volunteering also connects you with like-minded people, allowing you to form lasting friendships and work toward shared goals. Your efforts make a real difference both on and off the court.

Role Descriptors

In our netball club, key committee roles are essential for smooth operations and growth. Some roles may require specific qualifications such as PVG clearance or coaching certificates.

Role	Requirements			
	PVG	Qualifications	Child protection training	Other
Chairperson	Yes	None		
Vice Chairperson	Yes	None		
Treasurer	Yes	None		
Secretary	Yes	None		
Team Coach	Yes	None		
Junior Coach	Yes	None		
Junior Facilitator	Yes	None		
Social Netball Facilitator	Yes	None		
Captain	Yes	None		
Assistant Coach	Yes	None		
Child protection & wellbeing officer	Yes	Yes	Yes	

Chairperson

- Take responsibility for managing the Committee and direct the general affairs of the club.
- Chair committee meetings and AGM so that everyone has a chance to present their views, that all business is completed and that all decisions are properly understood and recorded.
- Lead the committee in making decisions for the benefit of the whole club including disciplinary matters.
- Represent an unbiased viewpoint allowing free discussion to take place.
- Have the casting vote on any unresolved club issues.

Club secretary

- Serve as the main point of contact for all communications within and outside the club. These include emails, letters, and phone calls. They ensure timely and effective communication between the club, its members and governing bodies.
- Responsible for organising club meetings, including the Annual General Meeting (AGM) and other committee meetings. They prepare agendas, notify attendees, and ensure that all necessary documents and reports are available.
- Maintaining accurate records and documents related to the club's activities.
- Ensuring that the club operates in accordance with its constitution, bylaws, and relevant laws and regulations. They manage administrative tasks such as club registrations, affiliations, insurance, and

permits. They also handle the club's compliance with policies related to safeguarding, health and safety, data protection, and other legal requirements.

Treasurer

- Responsible for the club finances.
- Keep detailed written records of all accounts and financial transactions and make sure that the club has and operates within the annual budget.

Child Wellbeing and Protection Officer

- Understand the Netball Scotland Wellbeing and Protection Policy and procedures.
- Ensure implementation and embedding of the Club's Wellbeing and Protection policy and procedures.
- Conduct the administrative work associated with processing information on new volunteers/staff including PVG forms for the club.
- Be familiar with current legislation and guidance.
- Raise awareness of all code of conduct, policies and procedures to parents/carers, young people and adult members.

First Aid Officer

- Co-ordinate the first aid kit.
- Ensure any incidents are managed safely, appropriate first aid treatment is given by those at the event and documented appropriately.

Umpire Coordinator

- The Umpire Coordinator handles all Umpire related matters for the club.
- Attendance at relevant Netball Scotland training courses

Team Captain

- Be responsible for 1 team.
- In advance of the game update the team and plan matches including meeting time, warm up time, and locations
- Ensure the relevant kit is brought to each match and is match ready. This includes the position patches and/ or bibs, balls and first aid kits.

If you are interested in any voluntary roles with Fyrish Flyers Netball Club, please speak to any member of the Committee, or send an email to fyrishflyers@gmail.com

Recruitment Process

The club will regularly assess current roles and skills within the club to identify gaps or future vacancies that need to be filled and update the descriptors as appropriate.

Highland District Club does not have a formal recruitment procedure but follows the process set out by Netball Scotland:

- Gap Analysis
- Advertisement

- Application
- Meeting/Interview (informal)
- References and Checks
- Outcome and Decisions

Expectations/Responsibilities

As a volunteer at the club, you can expect to be treated with respect and as an equal member of the team. You will receive any necessary help or training to learn and develop new skills and be assigned tasks that align with your interests and abilities. Additionally, the club ensures that all volunteers work in safe conditions.

In return, all volunteers are expected to treat others with respect, follow the club's policies and procedures, and ask for clarification if needed. Collaboration with other volunteers, reliability, and communication are important, so please inform relevant people if you are unable to attend or need support. If your circumstances change, such as going on holiday or attending a job interview, we appreciate being informed in advance. Should you decide to leave, we kindly ask for as much notice as possible.

Induction/Onboarding

Volunteer Agreement

Highland District Netball has a specific Volunteer Agreement that sets out what we require from volunteers, and what they can expect in return from the Club. All volunteers are respectfully required to sign the agreement and adhere to its principles. A copy of the Volunteer Agreement can be found here:

Support/Training, Reward and Recognition

All volunteers will regularly communicate and meet with the Committee Chairperson to ensure they feel valued and supported in their role. This will be an opportunity to share opinions on their experience so far, highlight CPD requirements and share knowledge and information.

Membership



Fyrish Flyers Netball Club are affiliated to Netball Scotland ensuring we meet the organisation's governance standards through the Thistle Mark accreditation.

All members are required to hold an active Netball Scotland membership, which falls into one of four categories, as outlined in the graphic below. It is the responsibility of the club to ensure that all members are registered under the correct membership category and remain compliant.

Your membership with Netball Scotland is an investment in the growth and development of netball across the country. It enables us to evidence participation levels, demonstrate the continued growth of the sport, and showcase the successes of clubs and schools across Scotland's regions—an essential part of securing the future of netball. Membership is mandatory for all individuals involved within the club.

In return for your investment, Netball Scotland membership provides access to a wide range of services and benefits. You can find out more about these here!

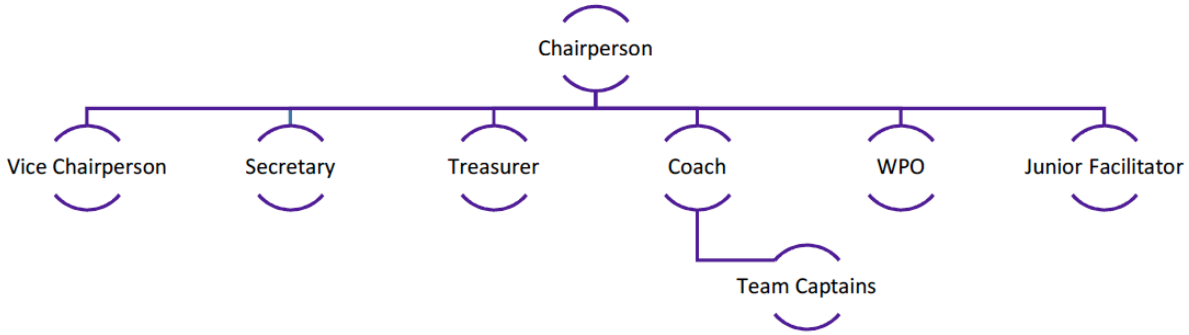
PVG Process

All people undertaking regulated work with a protected group, children or adults, are required to become a member of the PVG scheme. Part of safe recruitment is ensuring that people within Fyrish Flyers Netball Club have completed their checks with support from the club Wellbeing and Protection Officer who is responsible for supporting individuals through the correct procedure.

An overview of the process can be found on Netball Scotland's website under the 'more info' tab titles Protection of Vulnerable Groups (PVG) linked below.

https://www.netballscotland.com/child-protection-wellbeing/

The Club



Meet the committee

As of August 2026 the following personnel make up the Fyrish Flyers Committee:

Chairperson: Chantelle Olczyk

Club Secretary: Julie Baxter

Treasurer: Liz Gillman

CWPO: Mandy Gill

Team Captain: Chantelle Olczyk

Junior Facilitator: Courtney Laird

Umpire Co-ordinator: Julie Baxter

First Aid Officer: Suzy Walker

Health and Safety

As a volunteer it is important that you read and understand our Health and Safety policies and procedures so that you are well informed and able adhere to the procedures and apply them appropriately.

- Risk Assessment Policy - https://fyrishflyersnetballclub.co.uk/wp-content/uploads/2026/10/Risk-assessment-POLICY-2026.pdf

Additional information can be found on the Netball Scotland website

https://www.netballscotland.com/wp-content/uploads/2023/07/HEALTH-SAFETY-RISKASSESS-Guidance.pdf

Wellbeing and Protection

Wellbeing and Protection is EVERYONE's responsibility regardless of role. Relevant policies and guidance can be found below:

- Wellbeing and Protection

Adult Policy - Wellbeing-and-Adult-Protection-Policy-Sept-2021 (Adopted by HD Netball.pdf

Child Policy Netball-Scotland-Wellbeing-and-Child-Protection-Policy (Adopted by HD Netball.pdf

All volunteers must make themselves familiar and with and commit to these policies.

Club Process for Complaints

Should an individual feel that codes or policies have been breached, or the club's integrity hasn't been upheld then any member of our Club can submit a complaint to our WPO, or Chair, should the WPO be involved.

Chairperson: fyrishflyers@gmail.com

CWPO: cwpofyrishflyers@gmail.com

The following relevant policies and procedures can be found below:

ï Complaints Policy - https://fyrishflyersnetballclub.co.uk/wp-content/uploads/2024/10/Complaints-policy-and-form-2024.pdf

Communication

Volunteers who have responsibility for any of the Club's online content including; social media, email, WhatsApp or website permissions should follow the Netball Scotland Social Media Policy which has been adopted as an example of good practice by Fyrish Flyers Netball Club. Further guidance can be found on the Netball Scotland website:

https://www.netballscotland.com/wp-content/uploads/2021/04/Netball-Scotland

Communications-Policy.pdf

If a volunteer is expected to use social media as part of their role, all private accounts should be kept separate from those within the Club.

Volunteers who do not wish to be photographed, must highlight this to the Club Committee and record it in their Volunteer Agreement prior to signing.