



Football Club United of Manchester Volunteer Handbook

Welcome to FC United of Manchester

Welcome to FC United of Manchester and thank you for considering giving up some of your spare time to volunteer with us. Volunteers and members are at the heart of FC United. The club could not exist without volunteers.

This handbook contains lots of information to help you decide whether you want to become a volunteer and, if you do, to make the most of your time with FC United. It is designed to tell you about FC United and our work, as well as answers questions and give guidance to staff and volunteers alike.

Contents of Volunteer Handbook

Introduction to FC United

- Contact details
- History
- Club Manifesto
- Locations and Staff

Becoming a Volunteer

- Volunteer Duties
- Application Process
- CRB Checks
- Volunteers Rights and Responsibilities
- Volunteer Arrangement
- Out of Pocket Expenses
- Training for Volunteers
- Roles and Responsibilities

Volunteer Policies and Procedures

- Induction Checklist
- Confidentiality Agreement
- Health and Safety Policy
- Equal Opportunities Policy
- Data Protection Policy
- Child Protection Policy
- Acceptable Use of ICT Policy
- Problem Solving Procedure
- Volunteer Complaints Procedure

Introduction to FC United of Manchester

Contact details

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Website: www.fc-utd.co.uk

Club Secretary – Lindsey Howard

Volunteer Liaison Officer – Des Lynch deslynch@hotmail.co.uk

If you have any questions about volunteering with us, you can speak to your team leader or anyone from the team.

If you are not able to come to FC United at your normal time of volunteering please contact your team leader and let them know.

Who We Are

FC United of Manchester is a **community** football club owned and democratically run by its 3,000-plus members. Its corporate structure is a Community Benefit Society and membership is open to all, with everyone an equal co-owner, holding one voting share in the club.

The club was founded in 2005 and is a semi-professional football club, currently playing in the Northern Premier League. The club regularly attracts crowds of more than 2,000 - several times the league average - and boasts many on and off the field **achievements** including three consecutive promotions and a number of trophies.

It is unique at its level of English football in having its obligations to its fan communities and local communities written into its **Club Objects**. The club was awarded Cooperative UK's Cooperative Excellence Award in 2009 for its cutting edge work with local communities.

FC United seeks to change the way that football is owned and run, putting supporters at the heart of everything. It aims to show, by example, how this can work in practice by creating a sustainable, successful, fan-owned, democratic football club that creates real and lasting benefits to its members and local communities.

The proposed development of a new community, football and sports ground in Moston, North Manchester in 2012 is a vital element in that journey. FC United opted for a unique method of fund raising through the Community Share Scheme, combined with additional sources of funding, including Manchester City Council, various sports grants and donations to our Development Fund.

What We Mean

Seven core principles of how the club operates are set out below:

1. The Board will be democratically elected by its members.
2. Decisions taken by the membership will be decided on a one member, one vote basis.
3. The club will develop strong links with the local community and strive to be accessible to all, discriminating against none.
4. The club will endeavour to make admission prices as affordable as possible, to as wide a constituency as possible.
5. The club will encourage young, local participation - playing and supporting - whenever possible.
6. The Board will strive wherever possible to avoid outright commercialism.
7. The club will remain a non-profit organisation.

Becoming a Volunteer

There are a number of different ways and many different roles within FC United, and different levels of responsibility.

Every home match needs over a hundred volunteers. Many volunteers are needed to help with work away from the match such as the FC office or on-line.

All FC United volunteers are required to be members of the club.

Application Process

We would like to recruit volunteers who meet the requirements of the role descriptions relevant to the area of volunteering in FC United. We aim to provide innovative and flexible role descriptions that take account of the diverse skills, abilities, life experiences and availability of our volunteers.

All volunteers must complete a Volunteer Registration Form and have a Volunteer Induction before they can start volunteering at FC United. New volunteers will undergo a three month review as part of their induction to ensure that both FC United and the volunteer's needs are met.

CRB Checks

If a volunteer role involves working with children or vulnerable adults then FC United will carry out an enhanced CRB check on the volunteer. Having a criminal record does not automatically prevent a person from volunteering. A person's criminal record would be examined on an individual basis. If you have concerns please contact the club secretary Lindsey Howard, all enquiries will be dealt with in the strictest in confidence.

Volunteer Rights and Responsibilities

Volunteers are a valuable resource to FC United, its staff and its service users. Volunteers have the right to be given meaningful roles, the right to effective supervision and to recognition for work done. In return, volunteers will agree to fulfil their role to the best of their abilities and to remain loyal to FC United's values, goals and procedures as defined by the club co-owners and board.

Volunteer Arrangement

This arrangement tells you what you can expect from us and what we hope you will give to FC United. We aim to be flexible, so please let us know if you would like to consider any changes.

We, FC United, will do our best to:

- Introduce you to how the organisation works and your role in it.
- Provide any training you need.
- Arrange meetings with the relevant team leader so that you can tell us if you are happy with all aspects of your volunteering and get feedback from us.
- Respect your skills and individual wishes and do our best to meet them.
- Pay your out of pocket expenses according to the Volunteer Expenses Policy.
- Consult with you and keep you informed of possible changes.
- Insure you against injury you may suffer, or cause due to negligence.
- Provide a safe workplace.
- Apply our Equal Opportunities Policy
- Apply our Complaints Procedure if there is any problem.
- Give you current information regarding volunteering at FC United through regular meetings and communications.

Volunteers will not take the place of paid employees or professionals at FC United of Manchester

The volunteer will:

- Volunteer reliably to the best of their ability.
- Give as much warning as possible whenever they cannot work when expected or if unable to continue volunteering.
- Follow FC United's policies and guidelines, including Health & Safety, Equal Opportunities, Data Protection and Confidentiality. All policies are in this Volunteer Handbook.
- Inform their Volunteer Team Leader, if they have any difficulty with their volunteering.

Out-of-pocket expenses

Full details for claiming expenses whilst volunteering for FC United's are contained within the Volunteer Expenses Policy document. Volunteers are expected to familiarise themselves with the details in the policy document.

How to claim expenses – to avoid potential tax liabilities for both the volunteer and FC United we can only pay expenses on production of relevant receipts or evidence of expenditure along with a completed expenses form. Your volunteer team leader will show you how to claim expenses but it is very important that you keep all receipts and any bus/train/tram tickets that you use for travel related to your volunteering.

Travel Costs– All expenses must be agreed beforehand. FC United will reimburse travel costs that are related to your volunteering. We will normally cover the cost of the cheapest form of transport to locations within Greater Manchester. For other forms of transport or for travel outside of Greater Manchester please speak with your volunteer team leader. .

Other expenses – Any other expenses must be agreed with your team leader. It is unlikely, but if we ask you to do an activity that requires specialist equipment or clothing we will provide this at no cost to the volunteer.

Training for volunteers

We will work with you to identify any training needs that you have, which are related to your volunteer role. Where possible, we will provide training in-house, at FC United but occasionally we may send volunteers to external courses or employ an external trainer.

All necessary training will be given at no cost to the volunteer.

Volunteer Policies and Procedures

The next few pages provide an overview of some of FC United's Policies and Procedures. At the FC United office there is a folder that contains full versions of all FC United's policies, which volunteers will be shown during their induction.

If you are unclear about any of the Policies and Procedures, or if you have any questions, please tell your team leader.

FC United Volunteer Confidentiality Agreement

FC United has a volunteering confidentiality agreement which you will be asked to sign before you become a volunteer.

You will be given a copy of this agreement and a copy will be kept on file at the clubs office.

FC United Policy Statement on Ex-Offenders who wish to volunteer

As an organisation committed to equality and diversity, we recognise the contribution that all people can make as volunteers and so we welcome enquiries of interest from everyone. We recognise too that many potential volunteers have criminal records and are reluctant to apply for voluntary work where this would involve the disclosure of their record. We understand that people are often ashamed and embarrassed about their convictions and/or fear they will not be treated fairly because of them.

Please rest assured that we will handle the information you provide in confidence. As some volunteer roles within FC United are exempt from the Rehabilitation of Offenders Act, we will ask for disclosure of both spent and unspent convictions, cautions, reprimands, and final warnings.

We work on the assumption that people apply for voluntary work in order to help others, to meet new people, to develop new skills, to make a difference, etc., have no ulterior motive in seeking such work. With this in mind, we will where possible provide opportunities for people, and do so in ways that will not put you or our service users at risk.

If the volunteer role you wish to do is exempt from the Rehabilitation of Offenders Act we will ask you to agree to an Enhanced Disclosure criminal record check. If the Disclosure reveals information that we were not previously aware of, we will discuss the matter with you before making a final decision. If you require further information about your rights in relation to Disclosure applications, and our responsibilities to you, please ask us for a copy of the Criminal Record Bureau's Disclosure Code of Practice or download this from the Bureau's website: www.disclosures.gov.uk.

If FC United decide that volunteering within our organisation is not right for you, you will be sign posted to an agency that can help identify other potential volunteer opportunities.

Health & Safety Policy

The Health and Safety at Work Act 1974 imposes certain obligations on an employer to take all such actions as are reasonable to safeguard the health and safety of their employees. FC United fully accepts its responsibilities under the Act. With this in mind FC United will:

- Assess the risks in the workplace;
- Have written health and safety procedures;
- Ensure that the workplace satisfies health, safety and welfare requirements for ventilation, temperature, lighting and staff facilities;
- Ensure safe and clear access to and from the building, including fire exits;
- Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment, and take the necessary remedial action;
- Ensure that all equipment is suitable for its intended use and is properly maintained and used;

- Ensure that all staff and volunteers are aware of the fire procedure and regular fire drills are carried out;
- Ensure that all members of staff and volunteers are aware of the procedure in case of accidents;
- Ensure that all members of staff and volunteers are aware of and carry out their health & safety responsibilities as set out in their job descriptions;
- Liaise with the landlord to ensure that any contractor working on the premises works in such a way as to negate any risks to the staff or users.

FC United's health and safety policy includes a number of guidelines regarding safe working practices and the creation of a safe working environment. Persons covered by the policy (staff, volunteers and other people who visit FC United premises, such as beneficiaries or clients) are asked to adhere to these guidelines.

Employees and Volunteers will also be made aware of their responsibilities under the Health and Safety at Work Act and will:

- Take reasonable care of their own health and safety and that of others around them;
- Co-operate with FC United on matters of health and safety;
- Use work equipment correctly;
- Provide guidance to users and visitors of FC United premises and act responsibly to ensure their health and safety;
- Report any accidents, or near misses, to a manager or supervisor.

Equal Opportunities and Anti Discrimination Policy

Aim

Our commitment is to eliminate discrimination whether by reason of gender, sexual orientation, race, nationality, ethnic origin, colour, religion or ability and to encourage equal opportunities.

FC United is responsible for setting standards and values to apply throughout the club at every level. Football belongs to and should be enjoyed by everyone, equally. Our commitment is to confront and eliminate discrimination whether by reason of sex, sexual orientation, race, nationality, ethnic origin, colour, religion or disability. Equality of opportunity at FC United means that in all our activities we will not discriminate or in any way treat anyone less favourably, on grounds of sex, sexual orientation, race, nationality, ethnic origin, colour, religion, political or disability.

This includes:

- The advertisement for volunteers.
- The selection of candidates for volunteers.
- Courses.
- External coaching and education activities and awards.
- Football development activities.
- Selection for teams.
- Appointments to honorary positions.

FC United will not tolerate sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal and will work to ensure that such behaviour is met with appropriate action in whatever context it occurs.

FC United is committed to the development of the programme of ongoing training and awareness raising events and activities in order to promote the eradication of discrimination within its own organisation and in the wider context, within football as a whole. Our commitment is to eliminate discrimination whether by reason of gender, sexual orientation, race, nationality, ethnic origin, colour, religion or ability and to encourage equal opportunities.

General

FC United is committed to a policy of equal treatment of all members and requires all members of whatever level or authority, to abide and adhere to this general principle and the requirements of the Codes of Practice issued by the Equal Opportunities Commission and Commission for Racial Equality.

All members are expected to abide by the requirements of the Race Relations Act 1976, Sex Discrimination Act 1986 and Disability Discrimination Act 1995. Specifically discrimination is prohibited in:

- Treating any individual on grounds of gender, colour, marital status, race, nationality or ethnic or national origin, religion, sexual orientated or disability less favourably than others.
- Expecting an individual solely on the grounds stated above to comply with requirement(s) for any reason whatsoever related to their membership, which are different to the requirements for others.
- Imposing on an individual requirements which are in effect more onerous on that individual than they are on others. For example this would include applying a condition (which is not warranted by the requirements of the position), which makes it more difficult for members of a particular race or sex to comply than others not of that race or sex.

Victimisation of an individual

- Harassment of an individual (which for the purposes of this policy and the actions and sanction applicable thereto is regarded as discrimination).
- Any other act or omission of an act, which has as its effect the disadvantaging of a member against another, or others, purely on the above grounds. Thus, in all the Club's recruitment, selection, promotion and training processes, as well as disciplinary matters etc. – in other words all instances where those in control of members are required to make judgements between them – it is essential that merit, experience, skills and temperament are considered as objectively as possible.

FC United commits itself to the immediate investigation of any claims of discrimination on the above grounds and where such is found to be the case, a requirement that the practice cease forthwith, restitution of damage or loss (if necessary) and to the investigation of any member accused of discrimination.

Any member found guilty of discrimination will be instructed to desist forthwith. Since discrimination in its many forms is against FC United, any members offending will be dealt with under the disciplinary procedure.

FC United commits itself to the disabled person whenever possible and will treat such members, in aspects of their recruitment and membership, in exactly the same manner as other members, the difficulties of their disablement permitting assistance will be given, wherever possible to ensure that disabled members are helped in gaining access. Appropriate training will be made to such members who request it.

Data Protection Policy

FC United is committed to protecting the rights and privacy of individuals in accordance with the Data Protection Act 1988 (including subsequent amendments).

FC United fully endorses and adheres to the eight principles of the Data Protection Act. These principles specify the legal conditions that must be satisfied in relation to obtaining, handling, processing, transportation and storage of personal data. Employees, volunteers and any others who obtain, handle, process, transport and store personal data for FC United must adhere to these principles.

The principles require that personal data shall:

- Be processed fairly and lawfully and shall not be processed unless certain conditions are met;
- Be obtained for a specified and lawful purpose and shall not be processed in any manner incompatible with that purpose;
- Be adequate, relevant and not excessive for those purposes;
- Be accurate and, where necessary, kept up to date;
- Not be kept for longer than is necessary for that purpose;
- Be processed in accordance with the data subject's rights;
- Be kept secure from unauthorised or unlawful processing and protected against accidental loss, destruction or damage by using the appropriate technical and organisational measures;
- Not be transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

FC United will adhere to these principles at all times by employing appropriate methods and procedures as required.

Personal information of persons covered by this policy (staff, volunteers, beneficiaries and clients) will not be released to any third party for promotional or marketing purposes. In unusual circumstances personal information may be released to third parties, e.g. in case of a medical emergency, or as part of a criminal investigation.

Individuals can request to see information FC United holds about them. FC United will provide it within 10 working days of the request.

Child Protection Policy

FC United has a duty of care to protect children from harm. All FC United staff and volunteers fully recognise that the safety and welfare of children should always be of paramount importance, whatever the circumstances.

FC United is aware of its responsibilities for child protection and that special care is needed in dealing with children whose age, inexperience or physical state makes them particularly vulnerable to abuse. FC United will ensure the safety and protection of all children involved in activities either directly delivered by FC United or that have been delivered through other organisations. Activities that FC United delivers with other organisations will be done so in accordance with the visited organisations policies and procedures. All suspicions, allegations and disclosure of abuse will be taken seriously and responded to swiftly and appropriately

A child is defined as a person under the age of 18 (The Children Act 1989).

The aim of the FC United's Child Protection Policy is to:

- Allow all FC United staff/volunteers to make informed and confident responses to specific child protection issues.
- Provide children & young people with appropriate safety and protection whilst partaking in activities arranged by or promoted by FC United.
- To identify a named person to take responsibility for child protection issues.
- To support local voluntary and community groups to be fully aware of child protection and to develop good practice when delivering activities for children and young people.

Any suspicion or disclosure of abuse by an employee or a volunteer should be reported to FC United who will take appropriate steps to ensure the safety of the child in question and any other child who may be at risk. This will include the following:

- FC United will refer the matter to social services department;

- the parent/carer of the child will be contacted as soon as possible following advice from the social services department;
- the general Manager of FC United will be notified to decide who will deal with any media inquiries and implement any immediate disciplinary proceedings;
- if the Child Protection Officer is the subject of the suspicion/allegation the report must be made to the appropriate manager who will refer the matter to social services.

Acceptable Use of ICT Policy

The aim of FC United's Acceptable Use of Computer and Internet Policy is to govern the use of the company's technology and Internet service by staff, volunteers beneficiaries and visitors.

FC United encourages use of computers and the Internet for enhancement of communications and appropriate use of materials and resources consistent with the goals of the club.

Visitors are permitted to use the computers only under the supervision of staff or volunteers who are responsible for ensuring that these users adhere to this policy and do not access inappropriate materials.

Software installation

It is prohibited to install additional applications without the express permission of the Network Administrator who will decide if the requested software is suitable for installation on the FC United computer system.

USB ports and devices

It is prohibited to connect a personal device to a USB port without specific permission from a senior member of staff. This includes mp3 players, digital cameras, pen drives, mobile phones and any other portable device.

Copyright

FC United staff and volunteers are expected to be aware of copyright law in terms of the use of resources and materials made available on the Internet and must ensure these laws are adhered to when using the Internet service at FC United.

Personal Use of Internet Service

FC United will permit staff and volunteers to use the FC United computers and Internet service to access personal email accounts and social networking sites as long as the content is of a suitable nature.

Inappropriate material

FC United staff and volunteers are expected to be aware of what constitutes inappropriate material and should not access or circulate material of this nature using the Internet service at FC United.

Problem Solving Procedure

Purpose

We value our volunteer's contribution to our organisation and we do not expect there to be any problems. However, in case problems arise, this policy and procedure enable FC United to deal with these problems in a fair and consistent way.

The aim of this problem solving procedure is to help and encourage all our volunteers to achieve and maintain satisfactory standards of conduct and performance, and to provide the opportunity for improvement where necessary.

FC United have a collaborative approach to problem solving. This procedure helps us tackle issues with you if problems arise.

Definitions

Volunteer – A volunteer at FC United is someone who is registered with the organisation, who gives their time, free of charge

Problem – A problem can be any issue relating to performance or attitude of a volunteer that impacts on their contribution to FC United, for examples see below.

Procedure

Where minor problems of performance or conduct are alleged (e.g. poor timekeeping/unreliability, minor mistakes in the tasks being undertaken etc.), your team leader should hold an informal discussion with you to discuss this and decide on an appropriate course of action. They should inform you of future expectations, set clear goals and tell them about future action that will be taken if expectations are not met.

Where the issue is related to your ability to undertake the role, your team leader will address this during supervision and support sessions. Appropriate expectations and goals will be set. Where there is no improvement, your supervisor will hold an informal meeting with you. The following courses of action will then be available:

- Reasonable changes to your role to enable you to carry it out;
- Change of your placement, where appropriate and available;
- Developing a time-bound plan to address problems. Your supervisor will evaluate whether problems are addressed and carry out a review at the end of the time-bound period; and
- Following the formal procedures listed in section 3 below.

1. Formal procedure

Where more serious problems of performance or conduct are alleged, or there is no improvement in relation to any earlier issues dealt with informally, the following procedure will be followed:

1.1. Investigation

Your team leader or another suitably appointed person will investigate the matter and prepare a report for the Club Secretary.

1.2. Review meeting

The Club Secretary will hold a review meeting with you and your team leader. You will be advised in advance of the allegations against you and given time to answer the allegations. You may, if you wish, be accompanied to the meeting by a colleague.

1.3. Action

If, following the review meeting, the Club Secretary finds the allegations to be upheld then they will decide an appropriate course of action depending on the seriousness of the performance problems or misconduct. The following courses of action will be available, although they do not preclude other/alternative action:

- To issue a formal warning (to be confirmed in writing) advising you of future expectations, a specified review period if appropriate and an indication that the placement will be terminated if expectations are not met; and
- To terminate the placement with immediate effect and to confirm this in writing to you.

1.4. Very serious problems:

If a very serious problem is alleged, FC United may suspend you from the premises immediately while the case is being investigated. Where the Club Secretary considers the allegation to be upheld, your placement will be ended with immediate effect.

2. Appeals

- You may appeal against formal action taken under this Procedure. If you wish to do so, you should put the grounds of appeal in writing to the Volunteer Liaison Officer within one week of receiving notification in writing of the penalty. The Volunteer Liaison Officer's decision will be final
- If the complaint involved the Volunteer Liaison Officer, you may address the complaint to the Board. Their decision will be final.

Complaints Procedure

Purpose

We welcome the involvement of volunteers in this organisation and we try to ensure that the volunteering experience is a rewarding one. We try to get things right but occasionally we fall short of volunteers' expectations. We therefore welcome comments on how volunteering with us can be improved. However, if something is not resolved to your satisfaction you have the right to make a complaint.

The aim of this procedure is to outline how FC United will deal with complaints made by volunteers.

Definitions

Volunteer – A volunteer at FC United is someone who is registered with the organisation, who gives their time, free of charge

A complaint by a volunteer – is an expression of dissatisfaction by a volunteer at FC United about any aspect of their volunteer experience.

Policy

All complaints made by volunteers whether by letter, phone, in person or by email, or in writing will be:-

- dealt with as quickly as possible
- handled fairly and politely; and
- investigated fully

Procedure

How can a volunteer complain?

We wish to be as flexible as possible in receiving complaints. Volunteers can complain:

- by letter
- by phone
- in person
- by email
- on behalf of someone else

Our Complaints Procedure has three stages:

STAGE 1: FIRST INFORMAL COMPLAINT

You should, in the first instance, make your concerns known to your Volunteer Team Leader. They will try to resolve the matter immediately and informally, but if this is not possible, you will be asked if you wish to make a formal complaint.

STAGE 2: FORMAL COMPLAINT

If you wish to proceed, you will need to put your complaint in writing addressed to the Club Secretary. Your complaint will be acknowledged in writing or by phone within 3 working days and we will aim to resolve the complaint within 10 working days. If this target of 10 days cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding. If the complaint involves the Club Secretary, you may address it directly to the Volunteer Liaison Officer.

STAGE 3: MY COMPLAINT HAS BEEN INVESTIGATED, BUT I AM STILL NOT SATISFIED

At this stage the complaint will be dealt with by the Board who will carry out an investigation and provide a response within 28 working days. Their findings and response will be final.

FC United Volunteer Confidentiality Agreement

This agreement applies to all volunteers involved in the activities of FC United. This includes activities associated with FC United at its main office and at any other basis or locations.

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed whilst serving as a volunteer, whether this information involves a single member of staff, volunteer, client or other person or involves the overall business of FC United.

Proprietary information includes documents and designs that have been created by FC United, or by an individual as part of their employment or volunteering with FC United. This information is owned by FC United and must not be shared with anyone outside of FC United without prior approval.

Privileged information includes membership, partners and volunteer databases, conversations, interviews, messages and email lists. This information is confidential and must not be disclosed to anyone outside of FC United.

Any disclosure, misuse, copying or transmitting of any material, data or information, may result in the termination of your volunteering and could lead to further action being taken.

Please sign below to show that you have understood the points and agree to abide by them.

Signature of volunteer

Date

Signature of volunteer liaison officer / club secretary

Date