

# Volunteer Policy

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## Welcome

Welcome to Dallaglio RugbyWorks, a charity committed to changing the lives of young people through the power of rugby. We are delighted to have you as a volunteer and appreciate your dedication to making a positive impact on the lives of young people.

Dallaglio RugbyWorks works with young people who may face adversity and challenges in their lives. Our volunteers play a crucial role in providing support, mentorship, and guidance to help these young individuals overcome their obstacles and reach their full potential.

At Dallaglio RugbyWorks, we are committed to equality and diversity, both in terms of providing equal opportunities to our volunteers and in how we work with young people. We recognise that diversity is a strength, and we value the unique experiences, backgrounds, and perspectives that each person brings to our organisation.

## Purpose of Volunteers

Volunteers at Dallaglio RugbyWorks are crucial to achieving our mission of providing opportunities and support to young people facing adversity. Volunteers contribute to various aspects of our work, including mentoring, event support, and organisational assistance. Our volunteers play a vital role in ensuring that young people have access to positive role models, resources, and guidance.

## Dallaglio RugbyWorks' Commitment

We are fully committed to carrying out the services provided by Dallaglio RugbyWorks (DRW) with integrity and respect, and we expect all staff, volunteers board members and consultants to be familiar with, and maintain, our high standards.

Upon joining DRW, all volunteers will undergo an induction as laid out in this policy that adheres to our values as an organisation:

- High Energy
- Play as a Team
- Tell It Like It Is
- Future Focused

## Code of Conduct

Volunteers are expected to adhere to a code of conduct that includes the following principles:

- **Respect:** Treat all individuals with respect, kindness, and consideration.
- **Confidentiality:** Maintain the confidentiality of all information related to young people and organisational matters.
- **Professionalism:** Act professionally and responsibly when representing Dallaglio RugbyWorks.

- **Commitment:** Fulfil agreed-upon commitments and responsibilities, and communicate in advance if unable to do so.
- **Communication:** Maintain open and effective communication with staff, fellow volunteers, and young people.

### Volunteer Opportunities

As a Dallaglio RugbyWorks volunteer, you have various opportunities to get involved:

- **Direct work with young people:** You can volunteer directly with young people, either in your workplace, online, or at youth tournaments.
- **Fundraising Events:** Support our fundraising events to raise funds for our programs.
- **Supporting Our Staff:** Assist our team with various tasks, including marketing, strategy development, and other organisational needs.

### Induction Process

Your journey as a Dallaglio RugbyWorks volunteer starts with an induction process to ensure you are well-prepared to make a meaningful contribution. At the start of your time with Dallaglio RugbyWorks you will be given a link worker. This is a staff member who you will work most closely with. They will oversee your induction, they will be there throughout your time with Dallaglio RugbyWorks and are your first point of call if you have any questions.

DRW also commits within the Induction:

- to make any adjustments necessary to the Induction Process to accommodate for any disabilities or other inclusion related issues/ requests
- to provide a mentor during the process for support
- to always be vigilant in the language we use, to ensure that it is strengths-based, non-stigmatising, simple, jargon free and inclusive
- to ensure that all staff are aware of our commitment to equality, diversity and inclusion.

The process:

1. **DBS (Disclosure and Barring Service) Checks:** Depending on the nature of your volunteering, you may be required to complete a DBS check, ensuring the safety of the young people we work with.
1. **A session with a member of the senior leadership team** to go through Dallaglio RugbyWorks business plan and future strategy. This will also cover the Theory of Change, which underpins the work we do with young people.
2. **Online Safeguarding Training:** You will undergo online safeguarding training to understand the importance of safeguarding and your role in protecting young people.
3. **Equality, Diversity & Inclusion training;** You will undertake our training either with your supervising member of staff, or as a part of our ongoing training programme.

4. **Meeting Key People:** During the induction, you'll meet key individuals in our organisation, including programme coordinators and fellow volunteers. This is an excellent opportunity to ask questions and get to know our team.
5. **Developing the Volunteering Plan:** Based on your interests and skills, we will work with you to develop a personalised volunteering plan that aligns with our goals and your aspirations.

### Role Specific Training:

The training you receive as a Dallaglio RugbyWorks volunteer may vary depending on your specific role. For example:

- If you are working in events, you will get a full briefing ahead of the event and then direct training with regard to the equipment you will need to use.
- If you are working with Young People you will have access to the EduCare Online training courses. You are required to undertake the Safeguarding and Health and Safety training but you will have access to 20 other relevant courses that you may choose to undertake in your own time also.

### Our Ethos for Working with Young People

We use a child-centred approach when working with young people. This is a philosophy and practice that prioritises the well-being and individual needs of a specific young person. This approach recognises that every young person is unique and, as such, we tailor our youth work programmes and activities to meet the young people's specific needs and interests. Key characteristics of a child-centred approach include:

1. **Empowerment:** Young people are actively involved in decision-making, program planning, and goal setting. Their voices and opinions are valued, and they have agency in shaping their own experiences.
2. **Individualisation:** Programs and interventions are designed to address the unique strengths, challenges, and interests of each young person. There is no one-size-fits-all approach.
3. **Holistic Development:** The approach focuses on the overall development of young people, considering their physical, emotional, social, and cognitive needs. It encourages personal growth and well-rounded development.
4. **Safety and Inclusion:** Creating a safe, inclusive, and non-judgmental environment is a priority. All young people, regardless of background, should feel welcome and respected.
5. **Positive Relationships:** Building positive and supportive relationships between youth workers and young people is essential. These relationships are founded on trust, respect, and open communication.
6. **Non-directive Guidance:** Rather than imposing solutions or advice, child-centred youth work encourages young people to explore their own thoughts and feelings. Youth workers act as facilitators, helping young people discover their own solutions.

7. **Asset/Strengths-Based:** It focuses on identifying and building upon the strengths, talents, and resilience of young people rather than solely addressing problems or deficits.
8. **Participation and Engagement:** Young people are encouraged to actively participate in activities and discussions that interest them. This engagement promotes a sense of ownership and responsibility.
9. **Flexibility:** Programs and activities are adaptable to meet the changing needs and interests of young people over time.
10. **Outcomes-Oriented:** While the process is child-centred, there is still a focus on achieving positive outcomes for the young person, such as personal growth, skill development, and a sense of belonging.

We also use a Trauma-Informed Approach because sadly many of the young people we work with have experienced adverse childhood events. We use this approach to understand their needs, provide a safe and supportive environment, and help them heal and grow.

Our expectation of our staff and our volunteers is that they embody this ethos and child-centred approach when working with or advocating for our young people.

### Safeguarding Policy

We take the safety and well-being of young people very seriously and believe that **safeguarding is everyone's responsibility**. It's crucial that you read and understand our Safeguarding Policy. If you have any concerns or witness any issues related to safeguarding, please report them to the DRW staff member you are working with or the Designated Safeguarding Officer. Their contact information is provided in the safeguarding policy which can be found on our website [here](#) and will be shared with you during your Induction where we will ask for confirmation that you have read it.

### General Policies and Procedures

Should you wish to know more about Dallaglio RugbyWorks Policies and Procedures these can be found in our staff handbook, which can be found on our website [here](#).

### Concerns

If you have any concerns, are unsure about the work you are doing or simply want to discuss the work you are doing then please discuss this with your link worker. If you feel that your concern or complaint would be better given to someone else, please contact the CEO at [zenna@dallaglorugbyworks.com](mailto:zenna@dallaglorugbyworks.com) or on 07792696551.

### Termination of Volunteer Engagement

Dallaglio RugbyWorks reserves the right to terminate a volunteer's engagement if there is a breach of this policy, code of conduct, or if a volunteer's actions are deemed to be detrimental to the organisation or the welfare of young people.

### Thank You

Thank you for your commitment to Dallaglio RugbyWorks and the young people we serve. We look forward to working together to make a positive impact on their lives. If you have any questions or need further assistance, please do not hesitate to reach out to our volunteer coordinator.

**Thank you for being a part of the Dallaglio RugbyWorks family!**