



Volunteer Policy for Muddy Toes Groups, part of The Outdoor Club CIC

Approach to Volunteering:

At Muddy Toes Groups, we highly value the contributions made by our volunteers. We believe that volunteering is a vital part of our organisation and plays a key role in achieving our community interest company's aims. We are committed to providing a positive and inclusive volunteering experience for all individuals who generously give their time and skills to support our activities.

Role of Volunteers:

Volunteers at Muddy Toes Groups are integral to the success of our sessions. They assist our lead instructors and contribute to creating inclusive and enjoyable experiences for all participants. As a volunteer, you will have the opportunity to engage with individuals from diverse backgrounds, help build a sense of community, and contribute to our mission as a not-for-profit organisation.

Treatment of Volunteers:

We are dedicated to treating all volunteers with respect, dignity, and fairness. We believe in providing a supportive environment that fosters personal growth and learning. We commit to making consistent decisions and treating volunteers consistently, ensuring equal opportunities and fair treatment for all.

Our Commitment to Volunteers:

As an organisation, we are committed to providing our volunteers with relevant training, support, and management to enhance their skills and ensure a rewarding experience. You can expect the following from us:

1. **Training:** We will provide comprehensive training relevant to your role, ensuring you have the necessary skills and knowledge to carry out your tasks effectively and safely.
2. **Support:** Our team will offer ongoing support and guidance throughout your volunteering journey. We are here to answer any questions, address concerns, and provide assistance whenever needed.
3. **Management:** We will assign a lead instructor, Emma Wiid, as your primary point of contact for any concerns or queries. You can approach Emma for guidance, feedback, or to discuss any issues you may encounter. Additionally, our director team is also available for volunteers to raise concerns or complaints.



Inclusive Sessions and Meeting Aims:

Volunteers play a key role in making our sessions inclusive, enjoyable, and aligned with our community interest company's aims. Your dedication and enthusiasm contribute to creating an environment where everyone feels welcome and valued. By working together, we can achieve our shared goals of promoting outdoor activities, fostering a sense of community, and making a positive impact.

Raising Concerns or Complaints:

We encourage an open and transparent communication culture. If you have any concerns or complaints, we value your feedback and want to address them promptly. In the first instance, please reach out to Emma Wiid, our lead instructor, to discuss the matter. If necessary, our director team is also available to provide further assistance and ensure your concerns are resolved appropriately.

Thank you for choosing to volunteer with Muddy Toes Groups. Your dedication and commitment make a significant difference in our community. We appreciate your support and look forward to working together to create memorable outdoor experiences for all.

Codes of Conduct for The Outdoor Club CIC

INTRODUCTION

The aim of this policy statement is to ensure that our staff, volunteers and associates agree to codes of conduct when undertaking duties as part of The Outdoor Club CIC and when representing the organisation and its views. For the purpose of this document, "team members" includes all paid and voluntary positions within the organisation.

The purpose of the Code of Conduct for team members is to set out standards of behaviour expected when working with, and on behalf of, The Outdoor Club CIC. All team members should ensure that they have read and comply with this Code of Conduct.

Team members should maintain the highest standards of behaviour in the performance of their duties by:

- Fulfilling their role as outlined in their written **role description** to a satisfactory standard;
- Performing their role to the best of their ability in a safe, efficient and competent way;



- Following the organisation's policies and procedures as well as any instructions or directions reasonably given to them;
- Acting honestly, responsibly and with integrity;
- Treating others with fairness, equality, dignity and respect;
- Raising concerns about possible wrongdoing witnessed by the team members in the course of the individual's role with The Outdoor Club CIC with Emma Wiid.
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made;
- Acting in a way that is in line with the purpose and values of the organisation and that enhances the work of the CIC;
- Communicating respectfully and honestly at all times;
- Observing safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training provided to team members;
- Reporting any health and safety concerns;
- Directing any questions regarding The Outdoor Club CIC's policies, procedures, support or supervision to Emma Wiid, or one of the other directors;
- Addressing any issues or difficulties about any aspect of their role or how they are managed in line with The Outdoor Club CIC's grievance procedures;
- Declaring any interests that may conflict with their role or the work of the organisation (e.g. business interests or employment). If any doubt arises as to what constitutes a conflict of interest, team members may seek guidance from Emma Wiid or one of the directors.
- Keeping confidential matters confidential;
- Exercising caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with The Outdoor Club CIC returning any such documents, material in their possession;
- Seeking authorisation before communicating externally on behalf of The Outdoor Club CIC
- Maintaining an appropriate standard of dress and personal hygiene;



- Disclosing the fact that they have been charged with, or convicted of a criminal offence by prosecuting authorities (or given the benefit of the Probation of Offenders Act 1907 as amended) to Emma Wiid.¹ For the avoidance of doubt, team members are not required to disclose the fact or details of 'spent convictions' under the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 (as amended) to The Outdoor Club CIC.

Team members are expected NOT to:

- Bring the organisation into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.);
- Seek or accept any gifts, rewards, benefits or hospitality in the course of their role;
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community);
- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteering;
- Provide a false or misleading statement, declaration, document, record or claim in respect of The Outdoor Club CIC, its volunteers, employees or associated individuals;
- Engage in any activity that may damage property;
- Take unauthorised possession of property that does not belong to them.
- Engage in illegal activity while carrying out their role.

¹ In seeking information from volunteers about criminal convictions (or the fact that they have been charged with an offence or given the benefit of the Probation of Offenders Act 1907 (as amended)) the organisation should comply with data protection law and be aware of the limitations on the circumstances in which it is possible to process such information (e.g. see section 55 of the Data Protection Act 2018). It is also important that not for profit organisations have due regard to the provisions of the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 (as amended). If an organisation has any doubt about its rights and responsibilities in this regard, it should obtain legal advice.



- Improperly disclose, during or after their involvement with The Outdoor Club CIC ends, confidential information gained in the course of their role with The Outdoor Club CIC.

Where a team member is found to be in breach of the standards outlined in this Code of Conduct or any of The Outdoor Club CIC's other policies and procedures this may result in the persons position being terminated. Notwithstanding the foregoing, team members should note that The Outdoor Club CIC may terminate a voluntary position without cause. Volunteers specifically, acknowledge that no employment relationship is created in the context of their role with The Outdoor Club CIC.

The Board of Directors will review the Code of Conduct for Volunteers and the Code of Conduct for employees at 3 year intervals or as appropriate. The Outdoor Club CIC managing director, Emma Wiid, is responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including directors, are expected to facilitate this process.

Signed . . Emma Wiid

Name . . . Emma Wiid

Date October 2023.

This policy has been reviewed and updated OCTOBER 2023.