



Volunteer Handbook

A practical guide for all club volunteers.



Welcome

Thank you for volunteering with Pegswood FC. Our club relies on volunteers to run safely and successfully. This handbook explains your role, expectations and support available.

Our Volunteer Principles

- Clear roles
- Respectful communication
- Safeguarding first
- Support and training
- Transparency
- Teamwork

Volunteer Roles

Based on FA Workforce guidance:

- Team Manager
- Coach
- Welfare Officer
- Secretary
- Treasurer
- Development Squad Assistant
- Parent Helper

Each role includes:

- Responsibilities
- Time expectations
- Required checks (DBS, Safeguarding, First Aid)

Safeguarding Requirements

All volunteers must:

- Hold an in-date DBS (if working with children)
- Complete FA Safeguarding training
- Follow the Safeguarding Children Policy
- Report concerns immediately

Communication Standards

Volunteers must:

- Communicate respectfully
- Maintain confidentiality
- Avoid gossip or negativity
- Use WhatsApp responsibly
- Follow the Social Media Policy

Support & Training

Volunteers can access:

- FA online courses
- County FA workshops
- Mentoring from experienced coaches
- Club induction
- Training schedules are provided separately in the Parent & Player Welcome Pack.

Raising Concerns

Volunteers can speak to:

- Chairperson
- Secretary
- Welfare Officer

Disciplinary Standards

Volunteers must follow the Pegswood FC Complaints & Disciplinary Procedure.

Misconduct, breaches of safeguarding, or inappropriate communication may result in:

- Formal warnings
- Suspension from duties
- Removal from role

Safeguarding concerns override all other processes and are escalated immediately.

Club Kit & Equipment

Pegswood FC provides coaches and volunteers with club-issued kit and equipment to support their role. All items remain the property of the club at all times.

Volunteers agree to the following:

- Club kit (including jackets, training tops, matchday wear and equipment) is issued **only for use while volunteering with Pegswood FC**
- All items must be cared for and kept in good condition
- If a volunteer steps down from their role or leaves the club, **all club-owned kit must be returned within 14 days**
- Items should be returned clean and in reasonable condition
- Lost or unreturned kit may need to be reimbursed and may be escalated to the Club Committee

This ensures fairness, reduces costs for families, and allows the club to reinvest in equipment for all teams.

Useful links

1. Safeguarding & Welfare

FA Safeguarding Children Course

Mandatory for all volunteers working with children.

 [Safeguarding Children Course | England Football Learning](#)

FA Safeguarding for Committee Members

For committee roles including Chair, Secretary, Treasurer.

 [Safeguarding for Committee Members | England Football Learning](#)

FA Safeguarding Hub

Guidance, templates and best practice.

 [Safeguarding - Rules & Regulations | The Football Association](#)

Northumberland FA – Safeguarding

Local support, training and reporting.

 [Welfare Officers - Northumberland FA](#)

Pegswood FC Safeguarding Children Policy

See Policy Pack

2. Reporting Concerns

Club Welfare Officer Contact

See Club Officer Contact Directory

Pegswood FC Behaviour / Safeguarding Concern Form

<https://forms.gle/mLX3cLVsexmicEhc7>

Pegswood FC Accident Report Form (Google Form)

<https://forms.gle/x4SF3YDFEQTStBSv8>

NSPCC Helpline

 0808 800 5000

 help@nspcc.org.uk

FA Safeguarding Team

 safeguarding@thefa.com

Northumberland FA Safeguarding Team

 safeguarding@northumberlandfa.com

 0191 2700 700

 07736 924862 (Gill Upperton - NFA WO)

3. FA Training & Development

FA Playmaker (Free Course)

Perfect for new volunteers and helpers.

 [EE Playmaker | England Football Learning](#)

Introduction to Coaching Football (Level 1)

For aspiring coaches.

 [Introduction to Coaching Football | England Football Learning](#)

FA Concussion Guidelines

Important for all matchday volunteers.

 [The FA's Concussion guideline for football | England Football](#)

FA Respect Programme

Codes of conduct and behaviour expectations.

 [Respect | England Football](#)

4. Club Policies & Documents

Pegswood FC Policy Pack

See main Policy Pack document

Social Media & Communications Policy

See Social Media & Communications Policy

Data Protection & Privacy Statement

See Data Protection & Privacy Statement

Complaints & Disciplinary Procedure

See Complaints & Disciplinary Procedure

5. Club Operations

Training & Matchday Information

Found in the Parent & Player Welcome Pack

Club Officer Contact Directory

See Club Officer Contact Directory

Season Calendar / Fixtures

Shared via WhatsApp and team communications