



Ulster GAA

Volunteer Information Pack

2015-2018

Contents

Volunteerism in Ulster GAA	Page 3
Volunteering Opportunities	Page 4
- Ulster GAA President	Page 7
- Ulster GAA Vice President	Page 8
- Ulster GAA Treasurer	Page 9
- Ulster GAA PRO	Page 10
- Ulster GAA Delegate	Page 11
- Committee Chair	Page 12
- Committee Vice Chair	Page 14
- Committee Secretary	Page 15
- Committee Member	Page 17
Recruitment	Page 19
- Selection Process	Page 20
Training Opportunities	Page 22
Ulster GAA's Expectations	Page 23
Volunteer Expectations	Page 24
Volunteer Testimonies	Page 25

Volunteerism in Ulster GAA

'Being part of the GAA is about being part of a strong tradition that prides volunteerism and our amateur ethos. Everyone involved in the GAA are there because they share in the passion for our games, love for our culture and desire to be part of Ireland's largest sporting and cultural organisation.'

Commitment Statement

Gaelic players and members do not receive any payment for their involvement in the activities of the Association at any level of the organisation. The income of Ulster GAA is reinvested in the Association and its activities. No member of the Council receives any remuneration apart from necessary out-of-pocket expenses incurred. The amateur status and ethos is possibly the most important aspect of the organisation.

Background

There are over 250,000 volunteers involved in the GAA across Ulster. The majority of these volunteers contribute directly to their club with 580 clubs across the nine counties of Ulster. Others volunteer through their county board and over 200 people are volunteers with Ulster GAA.

This Volunteer Information Pack is directed towards those people who volunteer directly with Ulster GAA.

Volunteering Opportunities

Ulster Council is made up of a body of volunteers who oversee the promotion of Gaelic Games and Irish culture and heritage. Their role as Ulster Council Volunteers is to develop Gaelic Games across all the codes – football, hurling, camogie, rounders and handball.

Ulster Council Volunteers are also responsible for:

- Comprising delegates elected by the Province's nine Counties and works seamlessly across two political jurisdictions and 14 local authorities.
- Overseeing the development and delivery of gaelic games and associated activities across 580 GAA Clubs and some 250,000 active members.
- Directly overseeing year-on-year some 12 major inter-County GAA competitions.
- Managing GAA events which attract annual live attendances of 250,000.
- Facilitating the development of the GAA by the direct delivery of coaching and development (in the broadest sense) programmes; by improving Club capacity; by providing grant aid; and by helping deliver government strategies and programmes.
- Supervising the core activities of its nine County Committees in the areas of games; fixtures; finance; marketing; public relations; and physical facilities.
- Dealing directly with government on relevant issues.
- Reporting annually to Ulster Convention and to National Congress on its affairs.

Ulster Council Volunteers include:

- Ulster GAA Officers (4)
- Ulster Council Delegates (27)
- Committee Members: (200 approx)
 - Competitions Control Committee
 - Developments Committee
 - Hearings Committee
 - Parks & Safety Committee
 - Referees Appointments
 - Finance Workshop
 - Information Technology, Marketing & Public Relations Workshop



- Hurling Development Committee
- Development & Coaching Committee
- Club Planning & Physical Development Committee
- Ulster Referees Advisory Committee
- Inter County Referees' Advisory Committee
- Inter County Referees 2009
- Code of Ethics & Best Practice Committee
- Scór & Culture
- Integration Committee
- Ulster College's Council
- Ulster Vocational School's Council
- Over Arching Colleges Committee
- Ulster Handball Council
- CAU Committee

Volunteer Roles are:

The Ulster Council is made up of volunteers supported by the Provincial Secretary and his staff.

There are four key volunteer roles responsible for the overall management of Ulster GAA:

- Ulster GAA President
- Ulster GAA Vice-President
- Ulster GAA Treasurer
- Ulster GAA PRO

There are 4 key volunteer roles within Ulster GAA as follows:

- Ulster Council Delegate
- Committee Chairperson
- Committee Vice Chairperson
- Committee Secretary
- Committee Member

It takes a number of committed people to run Ulster GAA. Just like the teams on the field they need to work like a team off the field. To do that people need to know their roles and what their responsibilities are. Outlined overleaf are the key tasks associated with the main officer roles.

Role: Uachtarán/Ulster GAA President

The Ulster GAA President has been entrusted with responsibility for “leading” the Ulster GAA Council for a three year term. He/She is the public figure head of the Ulster GAA Council, representing Ulster GAA at official GAA and non GAA events. It is the most prestigious position that can be held by a volunteer within Ulster GAA.

Skills required to be Ulster GAA President

- Leadership
- Integrity
- Good Communications
- Delegation
- Time-keeping



The Ulster GAA President has prime responsibility for the following areas:

- Chairing Ulster GAA Management Committee – This committee meetings on a monthly basis and the Ulster GAA President will be responsible for overseeing the meeting
- Representing Ulster GAA at all official engagements – On occasions this will include speaking to large audiences, presenting trophies, cups and medals and posing for photos
- Attending high level meetings/events – On request the Ulster GAA President will be required to attend meetings/events with high profiled politicians and his/her counterparts in other sporting governing bodies
- On occasions the Ulster President will travel outside the Province for official GAA business, this may include travel to Canada, USA, Britain and Ireland

Time-commitment

Depending on the availability of the volunteer, the Ulster GAA President is a major volunteer with demanding time commitment to include:

- 4 hours per month to attend Management Committee (inc travel)
- 4 hours a month attending Ulster GAA meeting (inc travel)
- 5 hours a month representing Ulster GAA at National Level (inc travel)
- Up to 5 hours a month attending official Ulster GAA events
- Up to 5 hours a month representing Ulster GAA at external events

Role: Leas Uachtarán/Vice President

The Ulster GAA Vice President supports the work of Ulster GAA President while preparing to take over the role as President after 3 year term.

Skills required to be Ulster GAA Vice President

- Leadership
- Integrity
- Good Communications
- Time-keeping



Responsibilities for Ulster GAA Vice President:

- Chairing Ulster GAA Management Committee when Ulster President is not available.
- Representing Ulster GAA at all official engagements – On occasions this will include speaking to large audiences, presenting trophies, cups and medals and posing for photos
- Attending high level meetings/events – On request the Ulster GAA Vice President will be required to attend meetings/events with high profiled politicians and his/her counterparts in other sporting governing bodies
- On occasions the Ulster Vice President will travel outside the Province for official GAA business, this may include travel to Canada, USA, Britain and Ireland

Time-commitment

Depending on the availability of the volunteer, the Ulster GAA Vice President is a major volunteer with demanding time commitment to include:

- 4 hours per month to attend Management Committee (inc travel)
- 4 hours a month attending Ulster GAA meeting (inc travel)
- 5 hours a month representing Ulster GAA at National Level (inc travel)
- Up to 2 hours a month attending official Ulster GAA events
- Up to 2 hours a month representing Ulster GAA at external events

Role: Cisteoir/Treasurer

The Ulster GAA Treasurer is responsible for assisting with financial affairs of the Ulster GAA Council.

The Treasurer is fully assisted by the expert financial department within Ulster GAA

Skills required to be Ulster GAA Treasurer

- Accountancy skills
- Trustworthy
- Confidential
- Precise



Responsibilities for Ulster GAA Treasurer:

- Reporting on financial issues at Management Committee
- Working closely with the Financial Department to assist with financial matters
- Providing full report to the annual meeting of the Ulster Council on Finance and accounts
- Representing Ulster GAA at all official engagements – On occasions this will include speaking to large audiences, presenting trophies, cups and medals and posing for photos
- Attending high level meetings/events – On request the Ulster GAA Treasurer will be required to attend meetings/events with high profiled politicians and his/her counterparts in other sporting governing bodies
- On occasions the Ulster Vice Treasurer will travel outside the Province for official GAA business, this may include travel to Canada, USA, Britain and Ireland

Time-commitment

Depending on the availability of the volunteer, the Ulster GAA Treasurer is a major volunteer with demanding time commitment to include:

- 4 hours per month to attend Management Committee (inc travel)
- 4 hours a month attending Ulster GAA meeting (inc travel)
- 5 hours a month representing Ulster GAA at National Level (inc travel)
- Up to 1 hours a month attending official Ulster GAA events
- Up to 1 hours a month representing Ulster GAA at external events

Role: Ofigeach Caipreamh Poiblí/PRO

The Ulster GAA PRO is responsible for assisting with communications and public relation issues relating to the Ulster GAA Council. The Treasurer is fully assisted by the staff communications team. He/She is the official spokesperson for Ulster GAA.

Skills required to be Ulster GAA Treasurer

- Communications: written and verbal
- Event organisation skills
- Networking with media
- Confident and assertive



Responsibilities for Ulster GAA Treasurer:

- Working closely with the staff communications team to assist with all communications matters, including press, events, sponsorship and marketing
- Providing full report to the annual meeting of the Ulster Council on communications issues
- Representing Ulster GAA at all official engagements – On occasions this will include speaking to large audiences, presenting trophies, cups and medals and posing for photos
- Attending high level meetings/events – On request the Ulster GAA Treasurer will be required to attend meetings/events with high profiled politicians and his/her counterparts in other sporting governing bodies
- On occasions the Ulster PRO will travel outside the Province for official GAA business, this may include travel to Canada, USA, Britain and Ireland

Time-commitment

Depending on the availability of the volunteer, the Ulster GAA PRO is a major volunteer with demanding time commitment to include:

- 4 hours per month to attend Management Committee (inc travel)
- 4 hours a month attending Ulster GAA meeting (inc travel)
- 5 hours a month representing Ulster GAA at National Level (inc travel)
- Up to 1 hours a month attending official Ulster GAA events
- Up to 1 hours a month representing Ulster GAA at external events

Role: Ulster Council Delegate

Ulster GAA Delegates main focus is to represent their County Board at Provincial Council. They are expected to play a full role in the business and activities of Ulster GAA. Being an Ulster GAA delegate is a powerful position for any GAA volunteer to hold. Ulster GAA Delegates have a direct input and say in the decision making process with Ulster GAA Council

Responsibilities of Ulster GAA Delegate include:

- Representing the views of their County Board
- Expressing their opinion and insights on a range of issues
- Voting in key decisions



Skills required:

- Confident in making decisions
- Good public speaker, well able to articulate views and opinions
- Team player – willingness to work with other delegates and officers
- Ability to maintain confidentiality and deal with sensitive information
- Knowledge of club, county and provincial bye-laws and systems

Time Commitment

An Ulster GAA Delegate should expect to spend at least 6 hours per month volunteering with Ulster GAA:

- 4 hours a month attending Ulster GAA meeting
- 2 hours a month travelling to and from meetings and events (dependent on location of volunteer)
- Occasionally invited to events, functions, external meetings – these are all optional
- Additional hours will be required for those who sit on more than one committee
- Sub-committees may be set up from time to time, this will increase volunteers' time commitment by 4 hours per month.

Role: Cathaoirleach /Chairperson

A Chairperson has been entrusted with responsibility for “leading” the Ulster GAA Committee. A Chairperson’s leadership should encourage participation by all the volunteers in decision making and acknowledge the roles of others. Ideally the Chairperson should be someone who has time to put genuine effort into the role, has a clear understanding of the importance of the GAA in their local community and has the necessary knowledge of the administration and workings of the GAA at Club, County, Provincial and Central level. It is vitally important that the Chairperson acts with integrity at all times and ensures that he/she has the respect of their fellow officers and delegates. The Chairperson needs to develop an overview of the committee and Ulster Council’s objectives over their term of office so that he/she can facilitate good decision-making and identify and address conflict if it arises with the Club.

Skills required to be a Chairperson

- Enthusiasm
- Organisational abilities
- Timekeeping
- Decision Making
- Confident at public speaking
- Leadership
- Integrity

It is vitally important that the Chairperson acts with integrity at all times and ensures that he/she has the respect of their fellow officers and delegates

The Chairperson has prime responsibility for the following areas:

- Planning: Overseeing the strategic direction of Ulster GAA and ensuring the Committee has a vision.
- Delegation: Ensuring the delegates are aware of their roles and responsibilities within Ulster GAA, in addition to delegating special projects
- Prime representative of Ulster GAA to the outside world. Ideally the Chair should liaise with external organisations and other local community groups if necessary.
- Overall Management: Working with the Secretary and staff to ensure that the day-to-day tasks are carried out.



The duties of the Chairperson are:

1. Chairing all Committee meetings. In the event of tied vote the Chair shall have the casting vote.
2. Represent the Ulster GAA as and when required.
3. Oversee and guide all decisions taken by the committee.
4. Liaise with the Secretary on the agenda for each meeting and review the minutes before they are circulated.
5. Be completely familiar with the Official Guide, Club Constitution and GAA Committee procedures.
6. Be aware of current Child Protection legislation
7. Sign the minutes of previous meetings
8. If unable to attend any committee meeting, a written report should be sent to the meeting and the Vice - Chairman briefed on the Agenda

Time Commitment

Chairpersons should expect to spend at least 15 hours per month (2 evenings) volunteering with Ulster GAA:

- 4 hours a month to hold committee meeting
- 2 hours a month preparing for committee meeting
- 4 hours a month attending Ulster GAA meeting
- 5 hours a month travelling to and from meetings and events (dependent on location of volunteer)
- Occasionally invited to events, functions, external meetings – these are all optional
- Additional hours will be required for those who sit on more than one committee
- Sub-committees may be set up from time to time, this will increase volunteers' time commitment by 4 hours per month.

Role: Leas Cathaoirleach/ Vice Chair

The post of Vice-Chairperson should be regarded as a training post of a future Cathaoirleach. The Vice-Chairperson should be given specific duties apart from the obvious one of taking the place of an absent Cathaoirleach, such as being nominated Cathaoirleach of a Sub-Committee or taking responsibility for assisting the Chairperson in developing links with other local community groups.

Duties of Vice Chair include:

- Stands in for the Chair when necessary
- Plays a prominent role in the Club
- Usually chairs an important Sub-Committee
- Is usually seen as the Chair-in-waiting
- Contributes at County level as appropriate



Time Commitment

Vice Chairs should expect to spend at least 15 hours per month (2 evenings) volunteering with Ulster GAA.

Role: Rúnaí / Secretary

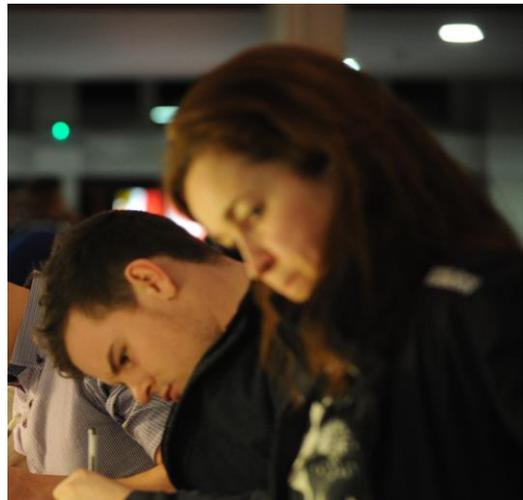
The main purpose of the Secretary is that of principal administrator for the committee. The Secretary carries out or delegates all of the administrative duties that enable the committee and its members to function effectively. The Secretary will work closely with the Committee Chairperson and Ulster GAA staff.

The role of the Secretary includes effective communication skills and a good knowledge of the Official Guide, County and Provincial byelaws. A good Secretary is vital to the successful management of the Committee.

The role of Secretary is diverse and varied and they will often be at the forefront of a mix of duties all of which are as important as each other.

Meetings

- Committee Meetings should be held once a month, on a specific day i.e. First Monday of each month etc.
- The Secretary calls the meeting, an agenda and minutes of the previous meeting should be sent to the committee members at least three days in advance, the Secretary and all committee members should be proficient in the use of ICT and all correspondence should where possible be done by email. Ulster GAA staff help service many committees and will assist the Secretary with typing up minutes, sending out meeting notices etc..



The qualities to be good a Secretary are the ability to:

- Be methodical and reliable
- Demonstrate effective Communication skills
- Be Impartial
- Apply good Planning
- Apply useful Organisation Skills
- Be a good Decision Maker
- Be able to maintain confidentiality

- Execute a reasonable knowledge of the Irish Language.

The duties of the Secretary are:

- Receiving and dealing with all correspondence.
- Attending meetings to represent Ulster GAA
- Organising and attending Committee Meetings.
- Taking and distributing minutes and maintaining accurate records.
- Ensuring meeting action points are carried out.

Things to Remember:

- You need to be motivated to do a good job.
- You need to be well organised and conscientious.
- All correspondence must be dealt with quickly.
- Follow meeting guidelines to ensure they are productive.
- Remind yourself that the important thing about keeping records is keeping the right records and being able to find them quickly and easily.
- Have hard paper copies, store on a computer and have back up facilities available.

**A good Secretary
is vital to the
successful
management of
the Committee.**

Time Commitment

Secretaries should expect to spend at least 15 hours per month (2 evenings) volunteering with Ulster GAA:

- 4 hours a month to hold committee meeting
- 2 hours a month preparing for committee meeting
- 4 hours a month attending Ulster GAA meeting
- 5 hours a month travelling to and from meetings and events (dependent on location of volunteer)
- Occasionally invited to events, functions, external meetings – these are all optional
- Additional hours will be required for those who sit on more than one committee
- Sub-committees may be set up from time to time, this will increase volunteers' time commitment by 4 hours per month.

Role: Committee Member

Ulster GAA Committee Members are designated members to our 21 sub-committees. The majority of committee members are also Ulster GAA delegates, but on occasions Ulster GAA welcomes contribution from volunteers with relevant experience and knowledge to sit on sub-committees.

Ulster GAA Committee Members make an important contribution to the Association by leading on specific issues relating to the organisation. Committee Members are responsible for researching issues and making recommendations. Final decision making however lies with Ulster Council Delegates and Management Committee.

Responsibilities of Ulster GAA Delegate include:

- Expressing their opinion and insights on a range of issues
- Exploring various issues
- Making suggestions or recommendations

Skills required:

- Keen assessor to assess issues
- Good public speaker, well able to articulate views and opinions
- Recommender – able to make recommendations and suggestions
- Ability to maintain confidentiality and deal with sensitive information
- Knowledge of club, county and provincial bye-laws and systems



Time Commitment

An Ulster GAA Delegate should expect to spend at least 6 hours per month volunteering with Ulster GAA.

- 4 hours a month attending Ulster GAA committee meeting

- 2 hours a month travelling to and from meetings and events (dependent on location of volunteer)
- Occasionally invited to events, functions, external meetings – these are all optional
- Additional hours will be required for those who sit on more than one committee
- Sub-committees may be set up from time to time, this will increase volunteers' time commitment by 4 hours per month.

Those members who are delegates as well as committee members should add a further 6 hours a month on volunteering duties.



Recruitment

Ulster GAA welcomes all volunteers, regardless of gender, race, age, political beliefs, or background. We do however require all our volunteers to sign up to our core values:

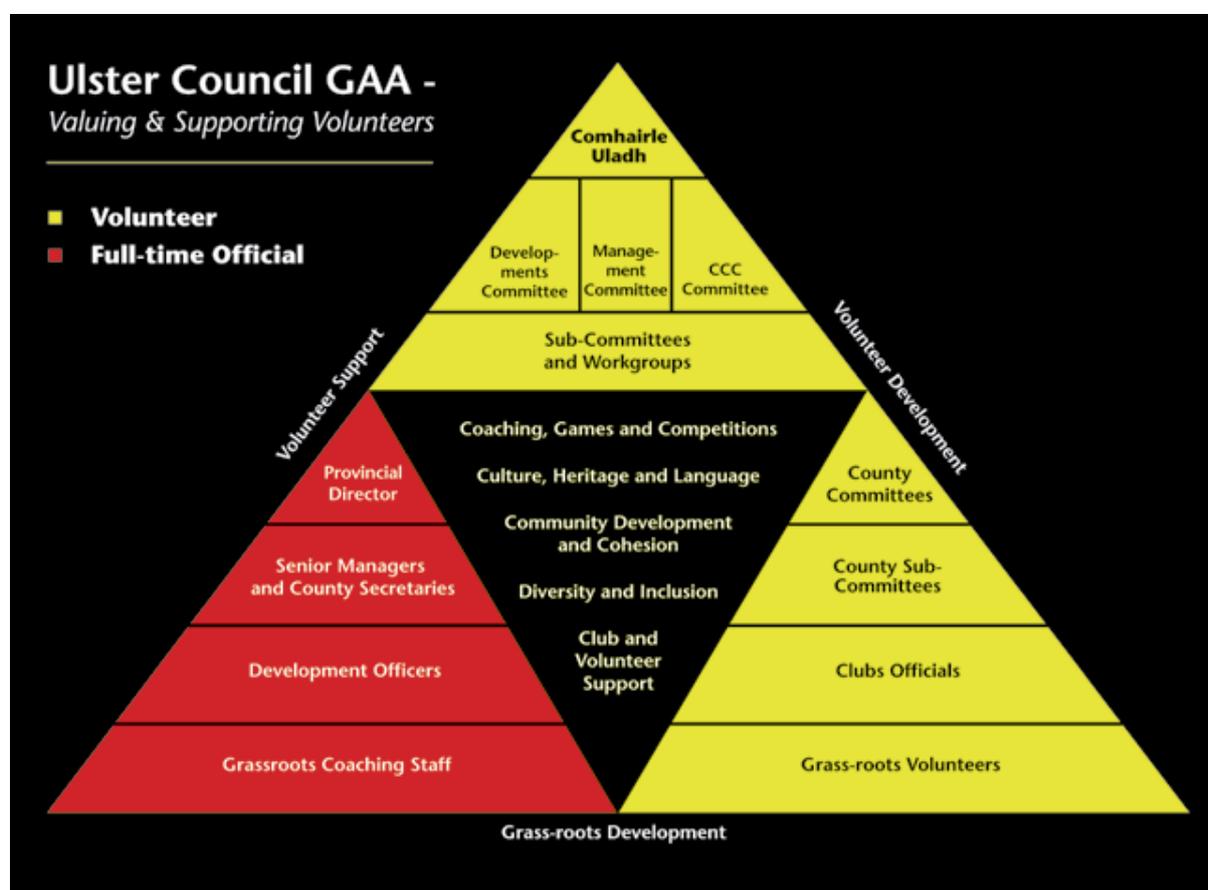
- **Community:** The GAA in Ulster is unashamedly community based. It uses Gaelic games to represent and to energise communities, giving them a focus and contributing to their well-being and sustainability. As communities change and develop, Ulster GAA will reflect and respond to those changes. It will do that from a position which is anti sectarian; anti-racist; and which encourages the active and enjoyable involvement of everyone.
- **Volunteerism:** The GAA offers an involvement that people are in turn free to take or leave: the Association is based on choice. It also believes in cherishing its volunteers and supporting them to reach their full potential in terms of how they contribute to the GAA and their communities. The GAA's current strength is largely down to an unwavering practice of contributing to this generation whilst re-investing for the next one: Ulster GAA will continue that practice. We share our work and our benefits in the proven belief that shared benefits endure. Where it needs to buy in expert help or support it will do so in open and transparent ways which conform to best purchasing and recruitment practice.
- **Identity:** The GAA gives life to a number of core elements of Irish identity. It gives people a sense of connection with their place; their community; their heritage, history and culture. In doing that it helps to form a greater sense of personal identity; pride in place and community; and self worth. Retaining and fostering an outward-looking sense of Irishness in a world that is becoming more and more uni-dimensional is an important part of the GAA's work.
- **Inclusion:** the GAA is open to everyone who subscribes to what it does and how it does it. Ulster GAA recognises however that there are historic deficits to be addressed – among people from non-traditional GAA backgrounds, women and people with disabilities. Inclusion also means being interested in everyone who's interested in the GAA, irrespective of their levels of ability, playing or otherwise.
- **Excellence:** Ulster GAA believes its work is fundamentally important to the well-being of communities and people across Ulster and beyond. As it's important it must be developed and delivered to the best possible standards. Good enough isn't good enough. Ulster GAA will operate to the highest possible standards and make sure it, and everyone involved with it, can be proud of what it does and how it does it.

Selection Process

Ulster GAA recruits volunteers which have a direct role with Ulster GAA, while there are also opportunities available through county boards and at club level.

The GAA is a leading volunteering organisation across Ulster with over 250,000 volunteers. The majority of these volunteers are involved through their club or county.

The diagram below illustrates the volunteer structure of Ulster GAA and how employed members of staff fit into that structure.



The top yellow triangle illustrates Ulster GAA volunteers, the red triangle to the left represents paid staff members and the yellow triangle to the right demonstrates volunteers at county and club level.

People interested in volunteering at county and club level should contact their local county board or local club to find out about volunteering opportunities.

There is a more formal selection procedure for anyone wishing to volunteer with Ulster GAA. All Ulster GAA volunteers are selected by individual county boards and are responsible for representing their county at Ulster GAA Council.

Guidelines for selection of volunteers are as follows:

Essential

- Selection by County Board to represent your county at Ulster GAA Council
- Member of GAA

Desirable

- Good communication skills, including oral and written
- Ability to articulate the views of the wider county board
- Knowledge and involvement in County Board matters
- Experience of volunteering at all levels of GAA including club and County
- Experience participating in meetings and involved in decision-making process
- Knowledge of the work of the GAA and Ulster GAA Council

Each County Board is requested to select two volunteers to represent the county at Ulster GAA Council and become full Ulster GAA Volunteers. This may be for a period of between 1 to 3 years.

Additional Volunteer Selection:

Anyone wishing to volunteer their time to help with the work of Ulster GAA will be respectfully considered, the following selection criteria will apply:

- Volunteers should identify specific role or project which they wish to be involved in
- Ability to demonstrate experience and knowledge of the required role
- Commitment to the core values of Ulster GAA
- Clearly illustrate a understanding and knowledge of the work of Ulster GAA
- Evidence of involvement in GAA at club level

Training Opportunities

Ulster GAA is committed to the personal and professional development of all our volunteers, firstly to ensure that they have the knowledge and capacity to carry out their role volunteering with Ulster GAA but also so that our volunteers can benefit from being part of the organisation. For that reason we offer all our volunteers the opportunity to attend training courses on a wide variety of issues.

Each September Ulster GAA publishes an online calendar of 'Volunteer Development Courses' – which contains details of training courses running throughout the year in the following areas:

- Tutor Training GAA coaching Award
- 3rd Level Programme/Schools
- Recreational Games
- High Performance/Team Fit
- CDP/Coaching conferences
- Health and Wellness
- Disability
- Community Development
- Blitz
- Development Squads



The 'Volunteer Development Calendar' is available to all

volunteers online at www.ulster.gaa.ie . We also publish all our courses in the Irish News and Gaelic Life and our monthly online newsletter.

All our courses are FREE for our volunteers.

In addition to this Ulster GAA is open to any suggestions for training courses suitable for our volunteers – all requests will be respectfully considered.

Ulster GAA Expectations

Ulster GAA Council has five core values and expects that volunteers hold these values and respect the ethos of the Association.

- **Community:** Ulster GAA is anti-sectarian and anti-racist; and encourages the active and enjoyable involvement of everyone.
- **Volunteerism:** The GAA offers an involvement that people are in turn free to take or leave: the Association is based on choice. It also believes in cherishing its volunteers and supporting them to reach their full potential in terms of how they contribute to the GAA and their communities.
- **Identity:** The GAA gives people a sense of connection with their place; their community; their heritage, history and culture. Retaining and fostering an outward-looking sense of Irishness in a world that is becoming more and more uni-dimensional is an important part of the GAA's work.
- **Inclusion:** the GAA is open to everyone who subscribes to what it does and how it does it. Ulster GAA recognises however that there are historic deficits to be addressed – among them people from non-traditional GAA backgrounds, women and people with disabilities.
- **Excellence:** Ulster GAA will operate to the highest possible standards and make sure it, and everyone involved with it, can be proud of what it does and how it does it.

Ulster GAA also expects that volunteers respect staff members and Ulster GAA property. We ask volunteers to offer apologies beforehand if they are not able to attend a meeting or event. We also strive to start our meetings and events at the stated starting time, so we ask all volunteers to be punctual at all times.

Ulster GAA volunteers represent the Association to the wider community and we remind volunteers that they should act responsibly and show pride in our Association at all times and not to publically criticise the Association.

Volunteer Expectations



Ulster GAA Council has a proud record on volunteerism and those who have given their time and expertise freely have done for the love of this Association. We appreciate everyone's contribution and we hope as a volunteer you will feel valued.

We also believe that Ulster GAA volunteers enjoy their work and enjoy being part of the wider GAA family. Volunteering positions come with responsibility as Ulster GAA Volunteers are leaders within the GAA community and volunteers can expect to be treated as such.

In order to best represent what Ulster GAA volunteers can expect, we have asked a small number of current Ulster GAA volunteers to give testimonies of their experiences:

Volunteer Testimony: John Connolly

John Connolly is a member of Currin Club in County Monaghan. He was previously Chairman and Vice Chair of Monaghan County Board. After years as Monaghan Delegate to Ulster Council, in 2013 John was elected as Ulster PRO and became an Ulster GAA Officer for the first time. His term runs to 2016.



“It is a huge honour to be an active member of Ulster GAA Management Committee.

“After years of volunteering with my club, county and Ulster it is a privilege to hold the volunteer position of PRO.

“I served in Monaghan County Board as Chair and also Vice Chair and delegate to Ulster over thirteen years term.”

“As PRO I am extremely busy all year round dealing and assisting with communications issues. Match days are a real joy of mine, it’s a busy day for me as PRO as I help to ensure the media needs are met in our press box and pitch side interviews at the end of the matches. As PRO I get the opportunity to be a real part of the match day experience and its very rewarding to see the news or Sunday Game that evening to see the impact of my work.”

Volunteer Testimony: Brendan Kirk

Brendan Kirk is a proud Armagh man and is one of the lead volunteers within his Club Armagh Cúchulainns, his County and also plays a significant role in the work of Ulster GAA.

Brendan has acted as a volunteer facilitator for a number of Ulster GAA training programmes. He is also a leader in stewarding issues.

Brendan also sits as a committee member of Ulster GAA's Volunteering Steering Group.



"I got involved with Ulster GAA in 2003 at the request of the Provincial Secretary to assist with stewarding at Championship games as a Supervisor. I was involved as a volunteer with my club and county at the time and to become involved at Provincial level was a bonus. This involvement enabled me to give something back to the GAA family which has given me so much pleasure.

In recent years I have been assisting clubs as a facilitator at workshops providing officers with guidance and assistance to them in their respective roles within the Association. Also I am a member of a number of the sub committees at Ulster GAA where my role is to offer ways of improving and expanding the services of Ulster GAA."

Volunteer Testimony: Kathleen Woods

Kathleen Woods is a member of Derrynoose Camogie Club, Armagh and the current Ulster Camogie Chairperson.



“Like many women across Ulster, I got involved in Camogie in a playing capacity as a young girl. In those days Camogie wasn’t well organised and didn’t have a great structure in place. Having the Camogie bug and a house full of little girls I decided to get involved in the improving the structure and organisation of Camogie in Armagh, and more recently in Ulster.”

“Being Chairperson of Ulster Camogie is a very demanding volunteer role but one that I love. I work with many inspirational women and men who are committed to developing Camogie for generations to come. My role includes chairing meetings, representing Ulster Camogie at National level and at many events. I also get the opportunity to present winning teams with their trophies which is a real treat of the role because you can always see in the captain’s face, regardless of age group, the joy of achieving the ultimate goal. I believe that my contribution is making a difference to our association.”

Ulster GAA Volunteer Policies

1. Ulster GAA Volunteer Equal Opportunities Policy
2. Ulster GAA Volunteer Monitoring Questionnaire
3. Ulster GAA Volunteer Health and Safety Policy
4. Ulster GAA: Dealing with Problems Procedure
5. Volunteer Register of Interest
6. Ulster GAA Volunteer Satisfaction Survey
7. Ulster GAA Volunteer 'Exit' Questionnaire
8. Ulster GAA Volunteer Risk Assessment (attached as separate document)
9. Ulster GAA Safeguarding Young People (attached as separate document)



Ulster GAA Volunteer Equal Opportunities Policy

INTRODUCTION

1. Ulster GAA is committed to the promotion of equality of opportunity. We are opposed to all forms of unlawful and unfair discrimination, both direct and indirect. The aim of this policy is to help all volunteers develop their full potential and ensure that the talents and resources of the volunteer base are fully utilised.
2. Ulster GAA will treat all volunteers equally, irrespective of:
 - ◆ gender, gender re-assignment, marital or family status
 - ◆ religious belief or political opinion
 - ◆ disability
 - ◆ race or ethnic origin
 - ◆ nationality
 - ◆ sexual orientation
 - ◆ age
3. All volunteers will be treated fairly. Selection for roles, training or any other benefit will be on the basis of aptitude and ability.
4. The organisation will promote a good and harmonious environment where all men and women are treated with respect and dignity. No form of intimidation or harassment will be tolerated.
5. Breaches of the equal opportunities policy and practice will be regarded as misconduct and could lead to disciplinary action.

IMPLEMENTATION

6. The Secretary of Comhairle Uladh has specific responsibility for the effective implementation of this policy. All managers and supervisors also have responsibility for implementing aspects of the policy. The organisation expects all staff and volunteers to abide by the policy and help create the equality environment that the policy seeks to establish.
7. This policy will be communicated to all staff and volunteers.

8. Appropriate training will be provided for staff and volunteers on equality and diversity when appropriate.

MONITORING AND REVIEW

11. The provision of equality of opportunity will be monitored by the collection of information on volunteers. This will include, as a minimum, information on age, ethnic background, gender and status as a disabled person. The organisation may also decide to collect additional information such as community background, marital and family status, but will not seek information on the sexual orientation of volunteers.
12. Progress on the implementation of this policy and the equal opportunities programme will be reviewed annually in consultation.

COMPLAINTS

13. Volunteers who believe they have been subject to any form of discrimination, harassment or victimisation are entitled to raise the matter through the agreed procedures. All complaints of discrimination will be dealt with seriously, promptly and in complete confidence.
14. These internal procedures do not replace or detract from a volunteer's right to pursue a complaint under any relevant legislation.
15. The organisation will make every effort to ensure that volunteers making complaints will not be victimised. Any complaint of victimisation will also be dealt with seriously, promptly and in complete confidence and may result in disciplinary action against the offender which may lead to suspension.



Ulster GAA Volunteer Monitoring Questionnaire

Private and Confidential

Ulster GAA is committed to promoting equality of opportunity for all and welcomes volunteers from all sections of the community.

In this questionnaire we will ask you to provide us with some personal information about yourself. We are doing this to demonstrate our commitment to promoting equality of opportunity in volunteering. The information that you provide will assist us to measure the effectiveness of our equal opportunity policies and take action to remove barriers to volunteering where necessary.

Your identity will be kept anonymous and your answers will be treated with the strictest confidence. We assure you that your answers will not be used by us to make any unfair decisions affecting you. To protect your privacy, you should not write your name on this questionnaire.

You are not obliged to answer the questions on this form and you will not suffer any penalty if you choose not to. If you do not wish to answer a question simply leave it blank.

Reference No:

Volunteer Role:

Disability: Do you consider that you are a disabled person?

Yes: No:

If you answered "yes", please indicate the nature of your impairment:

Physical impairment: **Sensory impairment:**
Example: limited mobility **Example:** hearing impairment

Mental health condition: **Learning disability / difficulty:**
Example: depression **Example:** Autism or dyslexia

Long-standing or progressive condition: **Other (please specify):**
such as cancer or epilepsy _____

Age: Please state your date of birth: ____/____/____

Community Background: Regardless of whether they practice a religion, most people in Northern Ireland are perceived to be members of either the Protestant or Roman Catholic communities. **Please indicate the community to which you belong by ticking the appropriate box:**

Protestant: Roman Catholic: Neither:

Sex: Please indicate your sex by ticking the appropriate box below:

Male: Female:

Sexual Orientation: Please indicate if your sexual orientation is towards:

Persons of a different sex to me: Persons of both sexes:

Persons of the same sex as me:

Nationality: Please state your nationality: _____

Ethnic Origin: Please indicate your colour or ethnic or national origins:

White Chinese Irish Traveller

Indian Pakistani Bangladeshi

Black Caribbean Black African Black Other

Any other ethnic group (please state which):

Dependants: Do you have dependants, or caring responsibilities for others?

Yes: No:

Thank you for taking the time to complete this questionnaire.



Ulster GAA Volunteer Health and Safety Policy

INTRODUCTION

1. Ulster GAA fully recognises and accepts its responsibility to provide a safe and healthy volunteer base. As far as is practicable, it will provide a risk free environment for all volunteers who may be affected by the organisation's activities.
2. The organisation will take all reasonable, practicable steps to meet this responsibility, paying particular attention to:
 - providing and maintaining safe plant and equipment
 - ensuring the safe handling and use of substances
 - providing information, instruction and supervision to enable all volunteers to avoid hazards and contribute positively to their own health and safety
 - ensuring that premises are safe and that there are safe ways to get in and out
 - providing adequate and relevant training for volunteers
3. The organisation will consult frequently with volunteers on matters affecting their health and safety.

VOLUNTEER RESPONSIBILITIES

4. The successful implementation of this policy requires the cooperation of all volunteers. Each volunteer is required to take reasonable care for their health and safety, and the safety of others who may be affected by their activities whilst volunteering. Volunteers are also expected to co-operate with staff on health and safety matters and not to interfere with anything provided to safeguard their health and safety.
5. A copy of this policy will be made available to all volunteers. Any subsequent revisions will be brought to everyone's attention.
6. Volunteers should report any health and safety concerns to their supervisor at the earliest opportunity.

RISK ASSESSMENTS

7. The organisation will conduct regular reviews of the risks to the health and safety of volunteers. Any significant findings will be recorded and action will be initiated to eliminate, avoid or reduce each risk as far as is reasonably practicable.

PLANT AND EQUIPMENT

9. Within their area of responsibility, each line manager will develop a maintenance plan and logbook of the checks carried out for each item of plant and equipment that requires regular upkeep, to ensure all volunteers are protected when using equipment.
10. All officers authorised to make purchases will check that any new plant and equipment meets all relevant health and safety standards before placing an order.

FIRST AID

11. The organisation undertakes to ensure, in so far as it is reasonably practicable, that any volunteer suffering from injury or illness during volunteering time will be cared for competently and safely until professional medical assistance is obtained.
12. Suitable equipment and facilities for providing first aid will be available. When necessary, volunteers will be encouraged on a voluntary basis to train and re-train as first aiders.
13. All accidents should be reported to the supervisors and recorded in the accident book.

FIRE AND EVACUATION

14. The organisation will maintain and regularly review procedures for evacuating work premises in the event of fire or other emergency.
15. Fire alarms will be tested on a weekly basis and emergency evacuation procedures will be tested at least every three months on a random basis.

SMOKING

16. The organisation has a no-smoking policy. Smoking will only be permitted in designated areas.

SAFE HANDLING AND USE OF SUBSTANCES

18. As required by the Control of Substances Hazardous to Health Regulations 2002, the organisation will regularly assess the risk to health and safety of substances that are used such as adhesive, paint, cleaning agents and solvents.

TRAINING

19. All volunteers will receive health and safety training as part of their induction to the organisation.

- 20. Training will be provided to volunteers when health and safety risks change or if skills require updating. When required, training will be provided in specific areas such as working with visual display units (VDUs), handling heavy objects, driving, or working with hazardous substances.
- 21. Records will be kept to show that volunteers have received training and for monitoring purposes, so that refresher training can be given when required.

CONTACTS

- 22. Key personnel who can be contacted regarding health and safety matters are listed below:

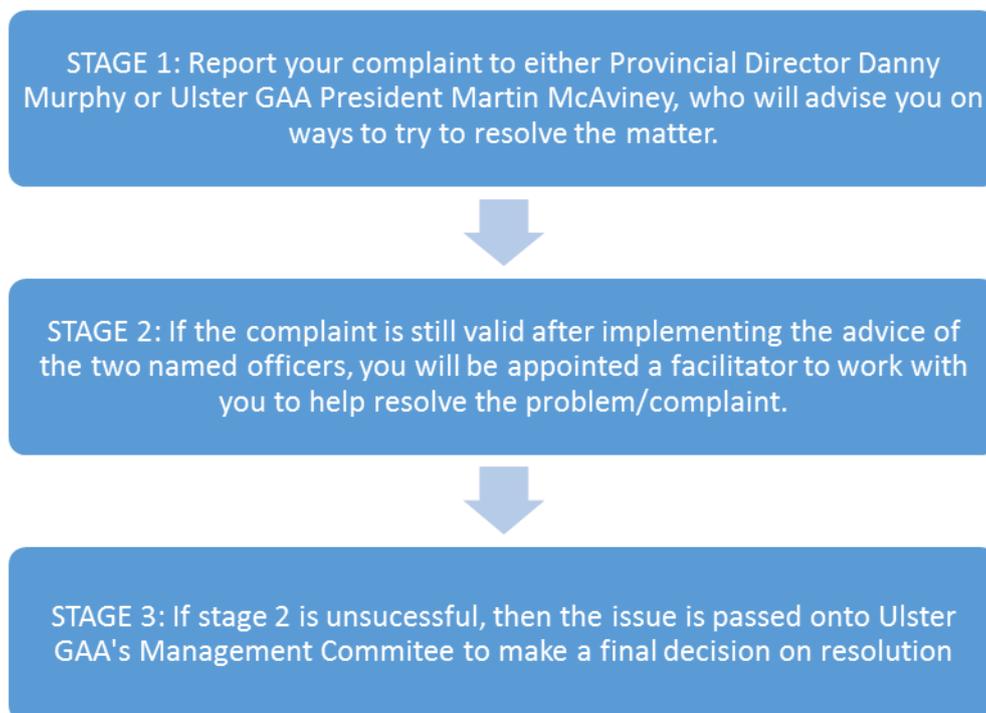
Name	Designation/Responsibility	Telephone number
Stephen McGeehan	Health & Safety	02837521900



Ulster GAA: Dealing with Problems Procedure

Ulster GAA has a 'Dealing with Problems procedure' for volunteers in place to help ensure any problems or concerns by Ulster Council volunteers are fully investigated and resolved.

The following diagram illustrates our 'Dealing with Problems procedure' – this is the process in place for all complaints against another volunteer or against a member of staff.



Each stage should take no longer than one month to complete, so if a complaint is taken through all three stages then a resolution could be expected within 3 months.

The complainant or if the complaint is made against another volunteer or staff member, everyone involved will be allowed to use one other person for support or representation – that person can be a family member, friend or representative.

All complaints made through this process will be recorded in writing and will be held at confidentially at Ulster GAA's Market Street Office.



Volunteer Register of Interests

Name: _____

County: _____

Volunteer Role: _____

Age: _____

What motivated you to volunteer with Ulster GAA?

What key skills/experience do you believe you can bring to your volunteer role?

Through your volunteering with Ulster GAA, are there any skills which you would like to develop?

Thank you



Ulster GAA Volunteer Satisfaction Survey

In order to help Ulster GAA improve our volunteering experience, we are asking our volunteers to take a few minutes to complete this survey. Your answers will be anonymous unless you would like us to contact you to discuss anything you have written. A report of our findings will be available by contacting Ulster GAA Volunteer Development Officer Sharon Haughey Sharon.haughey.ulster@gaa.ie or telephone 02837517180

1. How long have you been volunteering for Ulster GAA?

Under 3 months 3-12 months 1-5 years over 5 years

2. What did you hope to gain from volunteering when you first started?

- Meet new people
- Gain new skills
- Use/develop my existing skills
- Get accreditation/a qualification
- Feel I was making a contribution to the GAA and my community
- Other (please describe)

3. To what extent have your expectations been met?

Fully met Partly met Not met at all

Please comment on your answer

.....

4. How useful have the following been in helping you carry out your role

Staff support arrangements

Very helpful helpful neither helpful or unhelpful unhelpful

Initial training

Very helpful helpful neither helpful or unhelpful unhelpful

Volunteer handbook

Very helpful helpful neither helpful or unhelpful unhelpful

Support from other volunteers

Very helpful helpful neither helpful or unhelpful unhelpful

Please comment about any of your answers

.....

5. How often do you read Ulster GAA’s newsletter/visit our website/log onto our Facebook Page (delete as appropriate)

Regularly occasionally never

6. Would you recommend volunteering here to family and friends?

Yes No

Please comment

.....

Thank you.

Please return this survey to: Sharon Haughey, Ulster GAA, 8-10 Market Street, Armagh.
BT61 7BX Email: Sharon.haughey.ulster@gaa.ie



Ulster GAA Volunteer 'Exit' Questionnaire

Ulster GAA takes this opportunity to thank you for your volunteering services to the Association, it has been greatly appreciated. Now as you leave your volunteering with Ulster GAA we are interested in receiving feedback from you so that we can continue to improve our volunteering practices. We would appreciate if you would take a few minutes to complete this questionnaire.

1. How would you rate your volunteering experience with Ulster GAA?

Disgraceful Poor Average Good Excellent

2. How do you rate Ulster GAA Volunteer Policies and Practices?

Disgraceful Poor Average Good Excellent

3. How would you rate the level of support for volunteers?

Disgraceful Poor Average Good Excellent

4. Why are you leaving your volunteer role?

Personal Reasons Unhappy with the Organisation Time for new Blood

5. Would you recommend volunteering with Ulster GAA to your friends and family?

Yes No Maybe

6. Do you have any suggestions to improve volunteering within the organisation?



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Comhairle Uladh CLG
Ceannáras Uladh
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Armagh
BT61 7BX

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