

Club Workshop Program

Volunteer Management



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Country Football League

Aims of Workshop

- Why do people volunteer?
- Rights and Responsibility of Volunteers
- Role of a Volunteer Coordinator
- Volunteer Job Descriptions
- Recruiting, Retaining, Recognising Volunteers
- Selecting and Screening Volunteers
- Volunteer Management Policy
- Succession Planning



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Why do people volunteer

- There is a wide range of reasons for volunteering
 - Fun, Socialise, New Skills, Help others, Give something back
- Clubs should understand why each person has volunteered.
 - 47% want to provide benefit to their community. (ABS 2000)
- A club should aim to be providing volunteers with a satisfying and rewarding experience.



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Rights and Responsibilities of Volunteers

- What is expected of volunteers and what can be expected from the club should be made clear when volunteers join the club.
- Rights and Responsibilities should be incorporated into all job descriptions.



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Rights of Volunteers

- Clear job description
- Orientation into the club
- Support from someone who is experienced and well informed
- Have access to training
- Insurance and safety
- Know what they are expected to perform and be able to say 'no' to what they can not perform



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Responsibility of Volunteers

- Be willing to learn – training is essential
- Have time to take on the position or role
- Welcome supervision
- Be dependable
- Be a team player
- Provide feedback on the work being done.



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Volunteer Codes of Conduct

- A volunteer code of conduct can assist in providing guidance for both the club and the volunteer.
 - Regardless of their role volunteers must conduct themselves in a manner which promotes a quality environment for all involved at the club.



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Role of Volunteer Coordinator

- A Volunteer Coordinator plays an important role in ensuring that volunteers are well supported in the club and are enjoying the experience.
 - Dedicated position on the committee
 - Coordinate the activities of all volunteers in the club.
 - Responsible for strategies to recruit, train and retain volunteers.
 - Consult with other committee to determine where volunteers are needed.



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Volunteer Coordinator Duties

- Write job descriptions
- Assign specific roles to volunteers
- Organise orientation program for volunteers
- Plan training for volunteers
- Keep up to date records of volunteers
- Keep volunteers motivated and enthusiastic
- Revise roles as needed or identified.
- Hold regular meetings to obtain feedback.



Volunteer Coordinator

- How many volunteers do we need?
- To do what?
- When?
- For how long?
- What demands will be placed upon the volunteer?
- What authority will the volunteer have?
- What sort of people do we want in these roles?



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Volunteer Coordinator

- Will assist in lessening the chance of the top complaints of volunteers.
 - I called. They never called me back.
 - I can not volunteer when they are open. I work during the day.
 - I showed up but they didn't have anything for me to do.
 - No one ever says 'thank you'.
 - I don't get any guidance.



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Retaining Volunteers

- Rewarding - ideas
- Clear job descriptions
- Not overloading – spread the workload
- Meetings – Time restraints
- Leadership/Direction
- Friendly Environment



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Volunteer Job List

- Worksheet
 - Which of these roles have a volunteer in your club?
 - Which of these roles need a volunteer in your club but doesn't have one?
 - How many different people are currently undertaking the roles identified as currently being completed?



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Job Descriptions

- Job Title
- Supervisors name
- Duties and Responsibilities
- Hours, Frequency and Dates the volunteer is required
- Qualifications needed
- Special skills or training
- Induction details



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Recruiting Volunteers

- Pro-active
- Most get involved in volunteering through direct contact.
 - Word of mouth still the best and cheapest way to find volunteers.
- Who should you ask?
 - Family and friends of players
 - Former players (many have never been asked)
 - TAFE / University Undergraduates



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Recruiting Volunteers

- Volunteer information kits – Rego days
 - Club background, job descriptions, current volunteers, template
- Current and past membership/player lists
- Use current volunteers for recruitment drives
- Posters, pamphlets around the club
- Community newspaper, radio advertisements
- Screening Volunteers



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Succession Planning

- Right structures in place
- Right policies in place
- Clear job descriptions
- Aligning new volunteers with experienced volunteers
- Volunteer Management policy



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Volunteer Management Policy

- Should include the following –
 - Rights and responsibilities
 - Code of conduct
 - Jobs or positions
 - Coordinators role
 - Action plan on recruiting and retaining volunteers, screening and succession planning



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