

A GUIDE FOR VOLUNTEER MANAGERS

This resource is designed to help all Committee Members who use the services of Volunteers.

Every Club should have a Volunteer Coordinator (or Committee Member) whose responsibility it is to :

- Identify potential volunteers within the club
- Recruit *ad hoc* and permanent volunteers for one-off and ongoing projects

-and-

Liaise with the appropriate manager/coordinator to :

- Develop job descriptions for each position
- Fully brief each volunteer on their roles and expectations
- Ensure volunteers are trained, acknowledged and given the opportunity to provide feedback and 'ownership' of the task.

When planning your Volunteer Management Program, consider the following:

- Include the Volunteer Management Plan in your business or strategic plan .
- Review all volunteer positions and skills required – can any positions be broken down to provide short term volunteering options or split positions to better divide role demands or skills required.
- Develop position descriptions for each of these roles.
- Identify skills already in the organisation and match these skills to positions.
- Identify recruitment strategies to fill the gaps.
- Check insurance coverage is adequate.
- Establish policy and procedures for screening of volunteers where required.
- Develop orientation process for new volunteers.
- Outline and communicate roles and responsibilities of volunteers and the organisation.
- Identify training needs of the volunteers and find training opportunities (local government, state sporting association).
- Identify other ongoing support that will need to be provided.
- Provide ongoing support as identified.
- Allocate a budget for your volunteers (out of pocket expenses, recognition).
- Keep an up to date database of your volunteers.
- Put in place *ongoing* recognition strategies.

NOTE : it is the responsibility of the Volunteer Coordinator to ensure that these items are being addressed. It is NOT the role of the Coordinator to implement all these items by him/herself.

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Following are some examples of volunteer recruitment letters, depending on the circumstances :

GENERAL LETTER/QUESTIONNAIRE FOR START OF SEASON OR FOR NEW MEMBERS/ASSOCIATES

Dear,

Every year, Yore Rugby Club undertakes numerous projects to develop and enhance the club and facilities for its members. These projects may be in the form of fundraising, helping out at matches and events or working bees around the club.

Many clubs suffer from too much being expected of too few and Yore Rugby Club does not want to fall into that same trap. Acknowledging that the best volunteers are those who are doing things they enjoy or have experience in, we would like you to fill out this questionnaire and return it to by so that when volunteers are required throughout the year we are approaching the right people for the job.

Please note, the club makes every endeavour to ensure that its volunteers :

- a) have fun
- b) give up their time willingly and not begrudgingly
- c) are able to provide suggestions and input into the development of the club
- d) are comfortable providing feedback with regards to the management of volunteers
- e) are recognised for their valuable contribution through the club's Volunteer Recognition Awards

If you have any questions or comments please do not hesitate to contact the Club's Volunteer Coordinator on (m) 0400 000 001 or by email at volunteers@yourclub.org.au

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Name _____ **tel** _____ **mob** _____

Email _____ **Best contact method and time to call** _____

I am : Playing Member Social Member Parent of Junior Member Partner of Player Other _____

I can help : anytime weekends only after hours only Other _____

I can help out with :

<input type="checkbox"/> Canteen/Bar	<input type="checkbox"/> Ticket/Raffle Sales	<input type="checkbox"/> Working Bees	<input type="checkbox"/> IT/Communication/Design
<input type="checkbox"/> Distributing Flyers	<input type="checkbox"/> Business Contacts	<input type="checkbox"/> Ground Preparation	<input type="checkbox"/> Clubroom Preparation
<input type="checkbox"/> Stalls & Promotions	<input type="checkbox"/> Team Support	<input type="checkbox"/> Driving & Transport	<input type="checkbox"/> Cooking/Catering/BBQs

I may also be able to assist the club in the following ways : _____

Signed _____ **Date** _____

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LETTER RECRUITING FOR A PARTICULAR PROJECT :

Dear

On Saturday 26th and Sunday 27th July, Yore Rugby Club is holding a working bee to complete the upgrade of the bar and kitchen.

Whilst the major work has been done by contractors, paid for through the Club Development Fund, we are seeking the support of our members and associates to finish off the smaller, less technical tasks.

In order to spread the workload we would appreciate some of your time to help us with this job and we've included a list of areas which we will need assistance with. Please tick as many boxes as you can and return the form to or email your details to volunteers@yoreclub.org.au

Refreshments will be available throughout the day

We will make every attempt to spread the workload as evenly as possible.

Thanking you in advance,

The Club Committee

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Name _____ **tel** _____ **mob** _____

Email _____ **Best contact method and time to call** _____

I can help : anytime Saturday Morning Saturday Afternoon Saturday Evening
 Sunday Morning Sunday Afternoon Sunday Evening

I can help out with : Painting Cleaning Rubbish removal Tiling/Grouting
 Moving stock Moving Furniture Catering/sandwiches Clubroom Preparation

I may also be able to assist the club in the following way/s : _____

Signed _____ **Date** _____