



# Volunteers

– *nothing works without 'em*

## What is Volunteering?

Volunteering is an activity where people give their time and effort, of their own free will and without financial gain, sharing their knowledge, expertise and skills for the benefit of others or the community.

All that most people who serve your club require is a little acknowledgement to keep them going. By going that little bit extra in recognizing their efforts you will encourage them to continue their service and you may attract others to the roles.

## What can we do to acknowledge our club servants?

- Discount their fees.
- Give them seasonal or Life Membership (after exceptional club service).
- Present them with good service certificates.
- Publicly acknowledge their efforts at an event or through club publications.
- Nominate them for local, state and federal volunteer awards.
- Provide them with vouchers or discounts at a sponsor's business.
- Hold a volunteers' function; provide them a meal.
- Establish an honour board.
- Write reference letters for them (to assist with employment prospects).
- Fund their training and/or accreditation in connection with club related activities.
- Name an event or award after them.
- Provide them with replica premiership medals, flags, and cup.
- Provide them with club shirts or caps or any other Club marked paraphernalia.

**The possibilities are endless; be creative.**

# Active Clubs



In the City of Armadale

## Do not;

- Run around like mad people giving the impression that there is so much to do and so much stress involved.
- Just expect or hope that people will come on board and help.
- Take volunteers for granted.

## Do;

- Designate a specific person to be your Volunteer co-ordinator so that they can publicise, assist and drive the recognition of Volunteers.
- Delegate specific tasks to people.
- Have specific portfolios for people on the committee
- Have specific roles for people without a commitment to attending committee meetings.
- Be well planned and organised so that you can give clear instructions to a volunteer.
- Have a welcome pack to provide new members and parents of the club, which will include where and how volunteers can be utilised.
- Promote the benefits of having volunteer roles on their résumé.

## Volunteer Co-ordinator

These days it is vital that your club considers, as part of its structure, the appointment of a Volunteer Co-ordinator; because an organised approach is required to engage and maintain volunteers in this day and age.

### The role of the Volunteer Coordinator

The Volunteer Coordinator duties can include:

- Working out how many volunteers are needed and for what roles;
- Developing position descriptions for each role;
- Planning how and where to recruit volunteers;
- Helping volunteers feel welcome and supported;
- Organising selection and screening procedures;
- Putting together orientation kits and programs;
- Developing policies and procedures for volunteers;
- Arranging training and education opportunities;
- Looking after the volunteer database and records;
- Developing ways to recognise and reward volunteer efforts; and
- Planning for volunteer retention and replacement.



## Skills and attributes of the Volunteer Coordinator

When looking for the right Volunteer Coordinator, try to find someone who has these skills and attributes:

- Positive and enthusiastic;
- Excellent communication skills;
- Good at dealing with difficult people and conflicts;
- Can plan and set goals
- Organises volunteers;
- Time management;
- Negotiation skills;
- They know how to delegate; and
- Understand the nature of volunteering and what motivates people to volunteer.

When a volunteer leaves your organisation, this is an ideal time to gather information about the volunteer's experience.

Evaluating the reasons why volunteers leave an organisation can be invaluable for improving your volunteer management practices.

One way to collect this information is by getting feedback from volunteers who are leaving your club — or exit interviews.

These can be formal or informal, conducted in person, over the phone, or in the form of a feedback sheet that the person can complete and return.

**You might try these sites to access some more information to assist with managing volunteers;**

[www.dsr.wa.gov.au](http://www.dsr.wa.gov.au) —Clubs—Clubhouse—Clubs Guide to Volunteer Management

<http://www.ausport.gov.au/participating/volunteers>

[www.volqld.org.au](http://www.volqld.org.au) —Volunteer Management Resource Kit

[www.morevolunteers.com](http://www.morevolunteers.com) [www.wavolunteeringessentials.org.au](http://www.wavolunteeringessentials.org.au)



**And then there are Volunteer schemes such as those listed below;**

The Rio Tinto Volunteer Management Scheme (RTVMS).

The Department of Sport and Recreation and the Rio Tinto WA Future Fund have teamed up to develop the Rio Tinto Volunteer Management Scheme (RTVMS) to improve the promotion and management of volunteers in sport and recreation.

**The main objectives are to:**

- Identify and respond to current trends and challenges in volunteerism; and
- Help sport and recreation organisations develop sustainable strategies to manage their volunteers more effectively.

**The RTVMS consists of:**

- Volunteer Management Grants
- Education and Training opportunities
- Volunteer Coordinators Network
- Resources

**Or try these;**

Contact the City of Armadale's Volunteer Resource Service on 9399 0629 or at [volunteering@armadale.wa.gov.au](mailto:volunteering@armadale.wa.gov.au)

Contact Volunteering WA – utilise their volunteer referral service [www.volunteer.org.au](http://www.volunteer.org.au)

Advertise for volunteers on the "Go Volunteer" website [www.govolunteer.com.au](http://www.govolunteer.com.au)

A Volunteer Management Action Plan template can be downloaded from [www.dsr.wa.gov.au](http://www.dsr.wa.gov.au).

Other resources and training workshops are also available for volunteers involved in the delivery of sport and recreation through the Active Australia Volunteer Management and Club/Association Management Program. Topics include:

- Volunteer Management
- Recruiting Volunteers
- Retaining Volunteers
- Volunteer Management Policy
- The Volunteer Coordinator
- Managing Event Volunteers
- Volunteer Management: A guide to good practice