

Volunteer Management



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VOLUNTEER COORDINATOR

AFL NSW/ACT recommends clubs appoint a Volunteer Coordinator who is responsible for the recruitment, management and retention of volunteers including:

- Attracting and recruiting new volunteers to the club
- Developing clear job descriptions for all required tasks
- Ensuring the right person is found for each job
- Identifying ways of training volunteers if they do not have the required skills for the role
- Supervising volunteers or allocate other members to supervise
- Identifying methods of recognising volunteers
- Revising volunteer duties as needed
- Communicating and liaise with committee members on a regular basis

VOLUNTEER RECRUITMENT



VOLUNTEER INDUCTION

Your volunteer induction should cover:

- Club policies and procedures
- Information about the club and its activities
- A job description outlining what the volunteer will be doing
- Contact details for the volunteer coordinator and other club members that the volunteer may need to contact
- Tour of the ground/facilities
- Introduction to people they will work with

After the induction, check that the volunteer:

- Has understood their role
- Knows where to find all the equipment or resources that they need
- Knows who to turn to if they have a problem

Things to consider:

- Can it be done over a number of sessions?
- Can a buddy system be used?
- Does it need to be formal or can a more informal process be used?



SUCCESSION PLANNING

Business Plans

A business plan gives the Club direction, defines the Club's objectives, maps out strategies and helps manage possible bumps in the road. A basic business plan outlining the club's goals and priorities is all that is needed to begin and can be added to as your club grows

PDs and Work Instructions

Job descriptions and work instructions is a way of "leaving behind a legacy" when a volunteer leaves. It is also critical to plan for the more routine weekly and monthly roles so that if someone leaves the club in a hurry, the next person can transition into the role smoothly.

Club Policies

A healthy club is clear about what is expected of their members, volunteer and football community. Policies summarise the appropriate processes when dealing with a range of situations.

COMMUNICATION

Communication is key. While you should not spam your volunteers with constant communication, it is important to check in on your volunteers and share information about their roles and the club. Remember to keep your communication clear and purposeful.

Key types of communication forms include:

- Meetings
- Social Media
- E-Newsletters
- Emails
- Face-to-face conversation

Depending on the number of volunteers and the type of roles they fill, consider developing tailored communication plan for volunteers.

Rostering is also an important form of communication. A roster will help volunteers know when they are required and for how long. This will ensure each role is filled and all duties will be suitably covered.

VOLUNTEER RECOGNITION

Most volunteers don't volunteer for the recognition, however, never underestimate the power of a **"thank you"**. Recognising the efforts of volunteers plays an important part in volunteer retention and can be done in various ways.

- Club newsletter volunteer profiles
- Publications on social media, club website or local newspaper
- Thank you email
- Personalised letters from the club president
- Awards nights
- Social outings and gatherings
- Participate in the AFL NSW/ACT Volunteer of the Year program
- Nominate volunteer for local awards
- Providing identification badges, shirts, hats etc





VOLUNTEER DISMISSAL

While it can be hard to find volunteers, it is important to evaluate volunteer performance and manage underperformance.

A bad volunteer could be creating a cancerous culture for the club and deter others from volunteering. However, volunteers do have the same rights as employees which need to be considered when dealing with volunteer performance management and dismissal.

Volunteering Australia has developed The National Standards for Volunteer Involvement which provides a best practise in volunteer management and will help manage the risk and safety of volunteers.

Please visit the Volunteering Australia at www.volunteeringaustralia.org for more information.

NEED MORE HELP?

- www.aflnswact.com.au
- www.sportandrecreation.nsw.gov.au
- www.isport.edu.au
- www.volunteeringaustralia.org
- www.ausport.gov.au
- www.aflcommunityclub.com.au

