



SportAssist

Activity Booklet

Volunteer Management





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Activity Booklet**

Volunteer Management

Workshop Objectives

1. Develop an awareness of the roles undertaken by volunteers in sports clubs and organisations.
2. Explore the process of recruiting, retaining and managing volunteers.
3. Develop an understanding of the role of a volunteer coordinator.
4. Create a draft outline of a "Volunteer Welcome Pack" specific to your organisation.

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Activity 1 - Volunteers in Sport



Small group discussion

- Participate in a small group discussion on a selected topic relating to volunteers in sport.
- Please make notes on the flipchart paper provided
- Share the results of your discussions with other groups

Topics

1. Why do people volunteer?
2. Why do Sports Organisations need volunteers?
3. What roles do volunteers undertake within a sports organisation?
4. Who might volunteer?
5. What benefits will individuals gain by volunteering?
6. What skills and qualities should a good volunteer have?



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Activity 2 "The Volunteer Co-ordinator"



Small group discussion

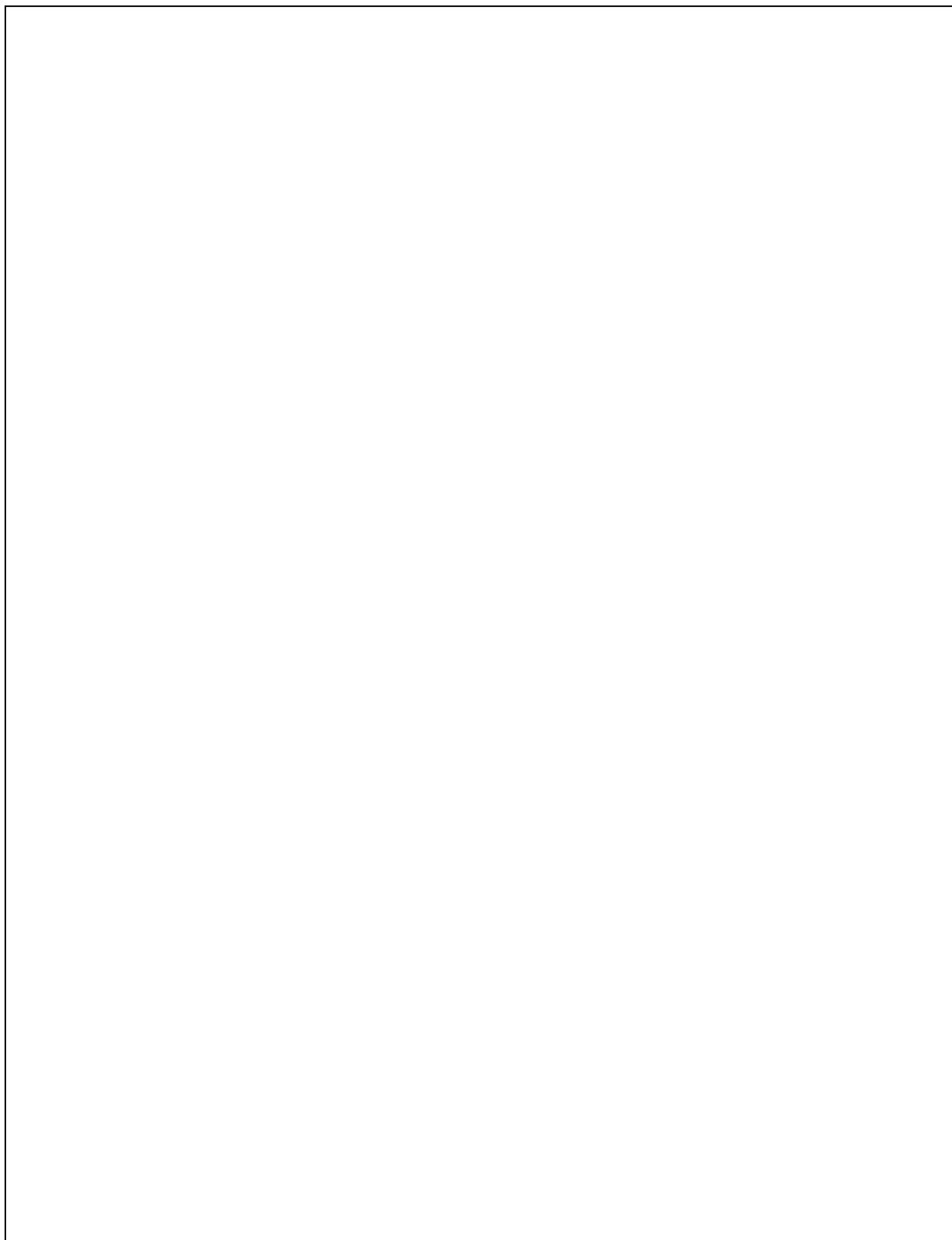
- Participate in a small group discussion relating to "Volunteer Co-ordinators" in sport. In your groups focus on;
 - a. The merits of a club having a Volunteer Co-ordinator
 - b. The content of the position description (a copy is available in this booklet)
 - c. The potential duties of a Volunteer Co-ordinator
 - d. Whether the role has a place in your organisation & why/not
- Please make notes on your activity sheet
- Share the results of your discussions with other groups

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POSITION DESCRIPTION

POSITION DATA

Title: VOLUNTEER CO-ORDINATOR
Organisation: _____ *Club name here*
Reports to: PRESIDENT & COMMITTEE

Functional Relationships

President Secretary Team Manager
Executive Committee Caretaker Members

POSITION SUMMARY

The Volunteer Co-ordinator is responsible for the human resource planning, recruiting, selection, training and recognition of _____ club/group volunteers.

DUTIES

- Assess the human resource needs for the club for general running and special events
- Recruit and recommend the appointment of volunteers to roles that suit them
- Organise the orientation and induction of volunteers
- Work with the secretary organising volunteer rosters and maintaining records
- Identify and organise the training and education opportunities for volunteers
- Ensure that volunteers are reimbursed for their approved out-of-pocket expenses
- Ensure all volunteers are recognised for their efforts
- Submit regular reports to the club/group committee

KNOWLEDGE AND SKILLS REQUIRED

- Can communicate effectively and has good interpersonal skills
- Is positive and enthusiastic
- Is well organised

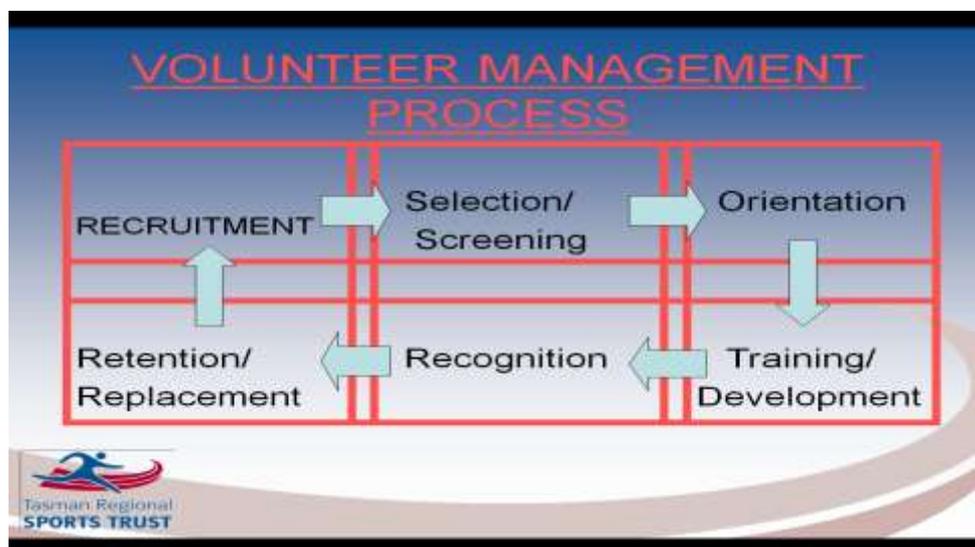
ESTIMATED TIME COMMITMENT REQUIRED

The estimated commitment required as the Volunteer Co-ordinator of _____ is _____ hours per week.

The Volunteer Co-ordinator is appointed for a _____ term.

The time commitment required as the Volunteer Co-ordinator of a club/group varies greatly from club/group to club/group. Smaller clubs may require a Volunteer Co-ordinator to spend only a half hour to an hour per week or larger clubs, two to three hours per week on Voluntary duties.

Activity 3- The Volunteer Management Process



- **Recruitment**: the process of attracting new volunteers to your club
- **Selection/Screening**: making sure you appoint the best person for the job and having processes in place to ensure this happens.
- **Orientation**: Once a volunteer has been appointed, make sure they settle in, feel well informed and valued.
- **Training / Development**: Ensure they have the knowledge and skills to perform their role to the best of their ability.
- **Recognition**: Making sure that your volunteers know that they are appreciated and their work is valued by the Club.
- **Retention/Replacement**: Planning for and managing the process of volunteers leaving your Club so that it has as little impact as possible on the running of the Club.

3(a) Small group discussion

- Participate in a small group discussion to examine how volunteers can be managed through a **selected** key stage in the above diagram.
- Please make notes on the flipchart paper provided.
- Share the results of your discussions with other groups.

Topics

1. Discuss the process of recruitment, selection and screening volunteers.
2. Discuss the orientation and training/development processes.



3. Discuss the process of recognising, retaining and replacing volunteers.

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Activity 3b- Group Discussion; Code of Conduct for Club Volunteers

Review the contents of the "Code of Conduct" below and discuss the role and value of such a document within your organisation.

CODE OF CONDUCT FOR

CLUB VOLUNTEERS

.....[Name of club]

The essence of good ethical conduct and practice is summarised below.

All volunteers must:

- Consider the wellbeing and safety of participants before the development of performance.
- Develop an appropriate working relationship with participants, based on mutual trust and respect.
- Make sure all activities are appropriate to the age, ability and experience of those taking part.
- Promote the positive aspects of the Sport (eg fair play).
- Display consistently high standards of behaviour and appearance.
- Follow all guidelines laid down by the national governing body and the club.
- Hold appropriate valid qualifications and insurance cover.
- Never exert undue influence over participants to obtain personal benefit or reward.
- Never condone rule violations, rough play or the use of prohibited substances.
- Encourage participants to value their performances and not just results.
- Encourage and guide participants to accept responsibility for their own performance and behaviour.

Signed(Volunteer) Date.....

Activity 3 (c)- Group Discussion-Volunteer Welcome Pack

Review the contents of the "Volunteer Welcome Pack" below and discuss the role and value of such a document within your organisation.

Create a draft outline of a "Volunteer Welcome Pack" specific to your organisation

"VOLUNTEER WELCOME PACK"



A "Volunteer welcome pack is an important aspect of volunteer management. It gives the volunteer important information about their new role.

Things it might include would be:

- A personal welcoming letter from your Club President or CEO
- A copy of the job description
- A list of members in the club, their roles, responsibilities and phone numbers
- Volunteer code of conduct
- Explanation of the structure and size of the club - as well as its history
- Dates and times of practices and competitions
- Schedule of club fees and what are they used for
- Details of any fund-raising events
- Information on upcoming training course dates and costs
- Reimbursement information for out-of-pocket expenses

Notes



For further help and support please contact Sport Tasman

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Useful Websites

www.sparc.org.nz/en-nz/communities-and-clubs/Toolkit-for-Clubs/

www.sporttasman.org.nz