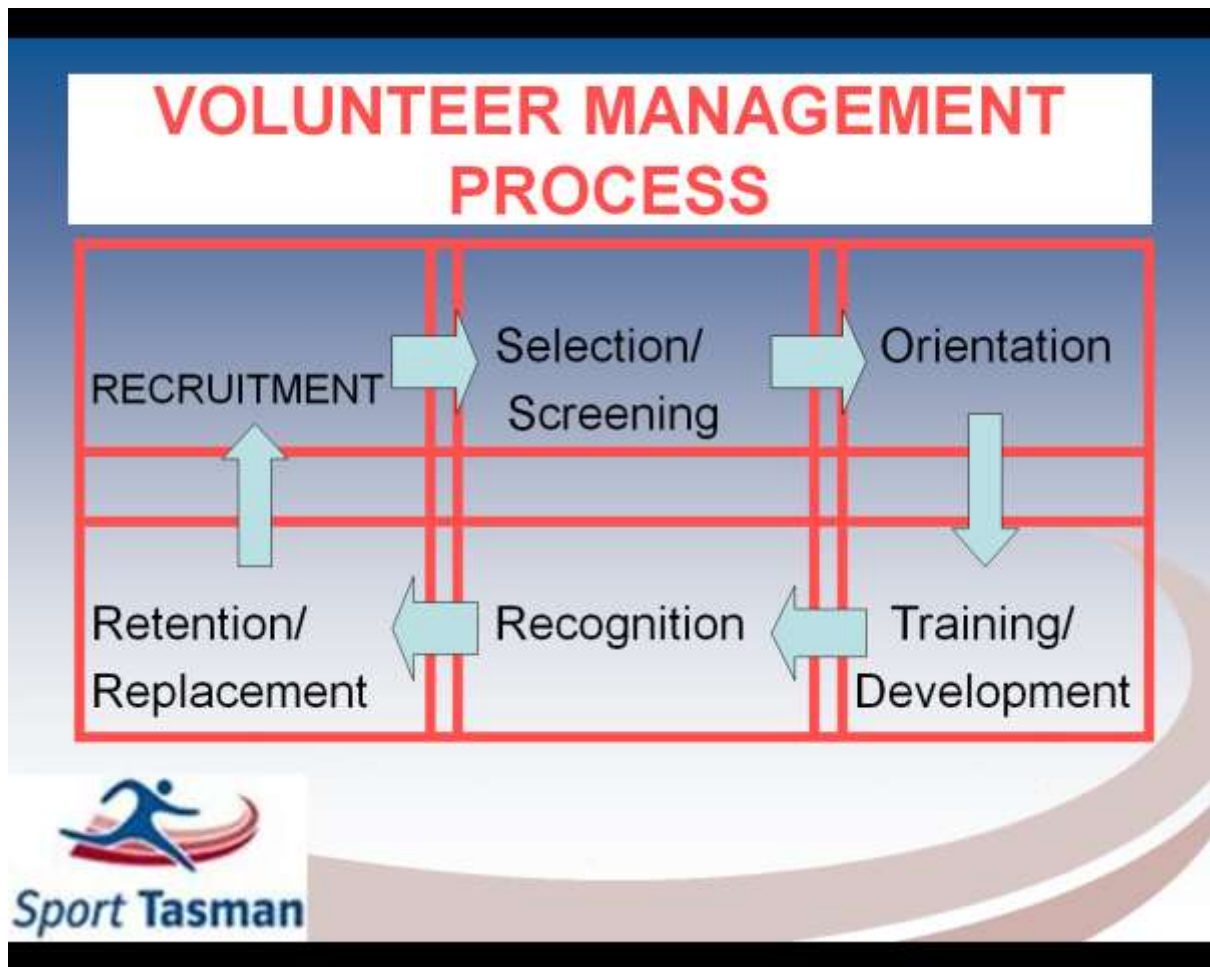


**The 6 steps to Managing Volunteers**  
**Developing a Volunteer Management Strategy**



- **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.

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*Volunteer management is all about putting people first*

| <b>Process</b>        | <b>What</b>   | <b>When</b>            | <b>Who</b>  |
|-----------------------|---|------------------------|---|
| Recruitment           | Develop position descriptions for each volunteer role | Before start of season | Volunteer Coordinator with relevant committee members |
| Selection/screening   | Develop policies for selecting/screening              | Before start of season | Volunteer Coordinator and Chair                       |
| Orientation           | Develop orientation session/information kit           | Before start of season | Volunteer Coordinator                                 |
| Training/development  | Ensure coaches have relevant qualifications           | Before start of season | Volunteer Coordinator                                 |
| Recognition           | Send out thank you letters to volunteers              | Ongoing                | Volunteer Coordinator                                 |
| Retention/replacement | Conduct exit interviews                               | Ongoing                | Volunteer Coordinator                                 |

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## Organisation & Logo

**Volunteer Management Strategy Template** *(base this on the previous 2 diagrams)*

- **Name of Volunteer Co-ordinator** *(if appropriate)*
- **Strategy Objectives** *(Reason behind your strategy; what does you hope to gain from having a volunteer management strategy? )*
- **Annual Plan - Volunteer Management Strategy**

| Month     | What | Who | Completed<br>(tick) |
|-----------|------|-----|---------------------|
| January   |      |     |                     |
| February  |      |     |                     |
| March     |      |     |                     |
| April     |      |     |                     |
| May       |      |     |                     |
| June      |      |     |                     |
| July      |      |     |                     |
| August    |      |     |                     |
| September |      |     |                     |
| October   |      |     |                     |
| November  |      |     |                     |
| December  |      |     |                     |

