



Volunteer

Workbook: to aid volunteer development

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A starting point for writing your plan

(√ - place a tick in the column once the step has been completed)

	√	Description	Notes
1		Form a project working group to help write your plan	If possible involve people that will be actively working with volunteers, that are representative of volunteers in your organisation and relevant external key stakeholders
2		Nominate a person to drive the project	This person will not be solely responsible for the project but will keep the project on task
3		Promote your project to the association	Keep the membership updated with the organisations plans for volunteering
4		Assess the performance of the association in relation to development and support	Use the assessment column in “An Associations Assessment and Strategy” table on page 5 Allow adequate time for discussion on each of the items listed
5		Develop “actions” to address the identified issues	Use the strategy column in “An Associations Volunteer Assessment and Strategy” table on page 5
6		Appoint a person responsible for coordinating the implementation of the plan	It is important that once all the hard work is done, that momentum is not lost. This role could be undertaken by a Volunteer Management Coordinator or a paid staff member. An example Volunteer Coordinator role description can be found on page 14

	√	Description	Notes
7		Establish review dates for the progress of the plan	Establish timelines to review the progress of the plan.
8		Provide a monthly update to the association's Board or Committee	This will keep the plan and the volunteer issues generally on the organisations agenda
9		Organise a date for the annual review of this plan	

Additional info

10		Conduct a Volunteer Audit	Utilising the table on page 8 list the current people that are volunteering and what they are doing. Utilising the table on page 9 list the current volunteer vacancies you have
11		Develop a list of all Project, special events, short-term opportunities for volunteers	Utilise the table on page 10 for any volunteer vacancies you may currently have
12		Develop position descriptions (roles and responsibilities)	An example volunteer role description can be found on page 15
13		Create a timeline for recruiting volunteers for one off events and tournaments	

An association's volunteer assessment & strategy table

There are 4 stages to this assessment table which will assist you with your planning.

- Pre Recruitment
- Recruitment
- Retention & Recognition
- Review

It is recommended that you work and complete each stage before moving onto the next stage.

Pre Recruitment				
Checklist	Assessment (Yes / No)	Strategy (action)	Timeline	Person Responsible
Are the associations volunteering goals and framework known its membership?				
Has the association undergone an audit of the current volunteers it has?		<i>Refer to page 8.</i>		
Has the association done an inventory of the current areas that have volunteer vacancies?		<i>Refer to page 9</i>		
Does the association have position descriptions for all key volunteering roles documented that clearly define the requirements of the positions?		<i>Refer to page 15</i>		
Is the culture of the association and people in key positions encouraging of a volunteer environment?				
Does the association have a policy or code of conduct for their volunteers?		<i>Refer to page 17</i>		

Has the association identified alternative avenues to attract volunteers?				
Does the association have a dedicated Volunteer Coordinator or liaison in place that has the necessary skills to manage the volunteers?		<i>Refer to page 14</i>		

Recruitment				
Checklist	Assessment (Yes / No)	Strategy (action)	Timeline	Person Responsible
Are there clearly defined opportunities for different types of volunteer involvement within the organisation?				
Are volunteer and task needs matched where practical?				
Has the volunteer received a welcome pack (that clearly informs the volunteer of the association and what their role in the association is?) and other relevant information required		<i>Refer to page 11(A) and 13</i>		
Does the association have a membership database that identifies members interests and professional involvements?				
Are one off events and short term project opportunities for volunteers identified and communicated pre season?		<i>Refer to page 10</i>		

Retention and Recognition				
Checklist	Assessment (Yes / No)	Strategy (action)	Timeline	Person Responsible
Is a relevant reward and recognition system in place?				
Is there a “succession plan” developed and in place?				
Is a training program in place and opportunities for further development encouraged and promoted?				

Review				
Checklist	Assessment (Yes / No)	Strategy (action)	Timeline	Person Responsible
Does the association conduct a survey to those that currently volunteer on an annual basis?				
Does the association conduct a survey to understand why volunteers have left their volunteering roles?				
Is an annual review conducted of the communication channels utilised, and the timelines relating to the notification of volunteering positions that are available?				
Is there a process in place for the review of the volunteering positions and role descriptions?				
Is there a process in place for the review of the culture of the organisation and members in relation to volunteers?				

Project, special events, short-term opportunities for volunteers

Project	Number of volunteers required	Brief Description & Requirements Of The Project	Requirements Of The Project (E.G. Dates/Times/Location/Transport/Skills)
<i>(Example only)</i> Develop electronic membership database		<i>Developing a database that will contain membership information including,</i> <ol style="list-style-type: none"> <i>a) member contact details</i> <i>b) membership status</i> <i>c) competition status etc</i> <i>d) Strengths/talents.</i> 	<ul style="list-style-type: none"> <i>• Designing of membership application form</i> <i>• Surveying of all members</i> <i>• Input of data</i> <i>• Project needs to be completed before commencement of next season</i> <i>• Group of people with knowledge of databases, computers, administrative</i> <i>• Processes etc., needed to develop and oversee the project.</i>

How to help retain your volunteers

Top tips to make volunteering a better experience

What you can do	Further Detail
<p>A. Have a Welcome and Induction Pack</p>	<p>This should include the following information:</p> <ol style="list-style-type: none"> 1. A welcome letter 2. Introduction and basic information about the association 3. Association structure and policies 4. Contact details of key association members 5. The volunteers role outline 6. How to claim expenses 7. Volunteer Agreement.
<p>B. Communicate with your volunteers</p>	<p>Clear and regular communication is vital. You can</p> <ol style="list-style-type: none"> 1. Hold regular volunteer briefing meetings 2. Use text or email for quick communications 3. Have a dedicated volunteer page or section in your club newsletters and websites 4. Hold one to one meetings where appropriate 5. Provide constructive, positive and timely feedback 6. Find ways to raise the profile of volunteering.
<p>C. Make sure they are enjoying the challenge</p>	<ol style="list-style-type: none"> 1. Provide variety and challenge in the tasks they undertake 2. Give recognition and reward (say Thank You) 3. Make the volunteer feel wanted and valued 4. Boost your volunteers confidence with compliments and more responsibility if they are willing 5. Keep people motivated. A positive attitude towards volunteers goes a long way.

D. Give your volunteers skills and training	<ol style="list-style-type: none">1. Identify with the volunteer if they would like to do any training (or if it is required)2. Sell training as a positive reward3. Understand that training will give confidence to your volunteers.
E. Provide support systems	<p>These don't need to be formal or complicated. Volunteers who take on new roles will get going faster, with more confidence and to the standard required, if they can:</p> <ol style="list-style-type: none">1. Have a role description so they understand exactly what the job is about and the requirements to the role2. Work alongside someone who may have had experience in the role before taking on sole responsibility (job shadowing with a gradual handover is ideal)3. Use team work where appropriate so volunteers can support each other4. A key point of contact that the volunteer can approach in regards to any questions.5. Have a mentor who can provide feedback on their progress6. Provide an opportunity to sit down with the volunteer and review their role and how they are finding working in the association.

Volunteer induction checklist

Have you

- Provided the volunteer with a welcome pack and included all relevant information
 - Discipline policy
 - Key holders policy
 - Drink Safe policy
 - Volunteer role outline
 - Volunteer agreement form
 - Code of conducts
 - Expense claim form(s)
 - Lines of communication

- Explained the role, tasks and responsibilities to the new volunteer
- Has the volunteer sign any relevant policies, code of conducts, club rules etc
- Updated contact details with the following organisations
(insert organisation names here)
 -
 -
 -
 -
 -
 -

- Updated contact details with relevant sponsors
(insert sponsors names here)
 -
 -
 -
 -
 -

- Updated contact details with relevant contacts
(insert relevant contacts here. E.g. Treasurer, website officer)
- Updated the Associations files/database (e.g. Committee contact list)
- Update website if necessary
- Communicated change of role to club members through newsletter
- Handed over any relevant equipment (if applicable)
- Provided them with their uniform (if applicable)
- Let the volunteer know future meeting dates
- Let the volunteer know of any current/outstanding issues relevant to their role
- Provided the volunteer with a mentor (if applicable)

Example role description: Volunteer coordinator

Assignment Title Volunteer Coordinator	
Purpose / description To coordinate the work being done by the various volunteers involved in the organisation.	
Tasks <i>(tip: be as detailed as possible)</i> E.g. <ul style="list-style-type: none"> ▪ Recruit, retain and reward volunteers through the means specified by the association ▪ Be the main point of contact for all volunteers within the association ▪ Ensure all volunteer positions have a role outline ▪ Supervise and oversee the role of the volunteers ▪ Coordinate the implementation of the volunteer recruitment, training and support plans. ▪ Recognise and nominate your volunteers for volunteer awards ▪ Attend committee meetings 	
Time Commitment 3 – 5 hrs per week, plus committee meetings	Duration Reviewed annually
Skill Requirements <i>(tip: be as detailed as possible)</i> E.g. <ul style="list-style-type: none"> ▪ To be organised and reliable ▪ Great management skills ▪ The ability to work unsupervised and to timelines ▪ A good listener and effective communicator ▪ Confident with good leadership skills ▪ Able to delegate effectively ▪ A team player who knows how to motivate ▪ Knowledge of external volunteer recognition awards 	
Training & Skill Development E.g. <ul style="list-style-type: none"> ▪ 1 hour induction to the organisation on acceptance of volunteer position 	
Costs We pay <i>(or do not pay)</i> your expenses in accordance with our expense policy <i>(attach details)</i> . Where possible mentoring and training is made available	
Softball Association Contact E.g. This position will liaise, seek assistance (if required) and provide progress updates to (insert name) They are best contactable between (insert day and hours) on the below contact information (insert email and or phone).	
Assignment Conditions E.g. any particular cautions and/or conditions (safety, etc.)	

Example role description: General volunteer

Assignment Title E.g. Social Softball League Coordinator	
Purpose / description E.g. The purpose of this role is to set up and ensure the Social Softball League runs smoothly each week.	
Tasks <i>(tip: be as detailed as possible)</i> E.g. <ul style="list-style-type: none"> ▪ Advertising the competition in agreed avenues with the Softball Assn ▪ Taking team registrations and payment ▪ Send out competition rules and requirements to teams ▪ Weekly communication with the Assn and registered teams in regards to the competition ▪ Compile the draw and appoint umpires ▪ Keep the competition points table up to date ▪ Be a liaison on the day of competition 	
Time Commitment E.g. Initial set up 10 - 15 hrs, then 1 x 2-hour shift per week	Duration E.g. for competition length
Skill Requirements <i>(tip: be as detailed as possible)</i> E.g. <ul style="list-style-type: none"> ▪ To be organised and reliable ▪ Great communication skills ▪ The ability to work unsupervised and to timelines ▪ Have competency with computing skills in terms of emailing and use of excel and word. ▪ Previous knowledge of creating competition draws would be helpful 	
Training & Skill Development E.g. <ul style="list-style-type: none"> ▪ 1 hour induction to the organisation on acceptance of volunteer position 	
Costs E.g. Printing and advertising costs incurred while promoting the tournament will be reimbursed, as long as prior approval is sought from the Association	
Softball Association Contact E.g. This position will liaise, seek assistance (if required) and provide progress updates to (insert name) They are best contactable between (insert day and hours) on the below contact information (insert email and or phone).	
Assignment Conditions E.g. any particular cautions and/or conditions (safety, etc.)	

Example volunteer agreement

This agreement is between **xxxx (Volunteer)** and **xxx (Organisation)**

and takes effect from **xxx (date)**

Volunteer Role

E.g. The purpose of this role within xxx (organisation) is to....

Main Functions of this Position

E.g. A Volunteer is engaged in duties as stated in the agreed *Volunteer Assignment Description* for the period detailed.

Support and Feedback Review

- An Assignment Review will take place at the end of each assignment.
- A Feedback Session will take place at least annually.

Intellectual Property & Confidentiality

Any paid staff or volunteer is not entitled to any copyright or other intellectual property in or arising from any work produced for (*insert association name*) in the course of your time working here.

This includes any program, strategy or system you develop for (*insert association name*)

Any copyright or intellectual property shall be the sole and exclusive property of the (*insert association name*).

In addition any paid staff or volunteer must honour confidentiality and may not divulge or communicate any information gained concerning the affairs of (*insert association name*) while undertaking your role.

Declaration

I declare that before signing this agreement I was supplied with a copy of it, and other supporting documents. I have read and understand the conditions above, and accept them fully.

Signed: _____
xxxx, Volunteer

Date: _____

Signed: _____
xxxx, Chief Executive

Date: _____

A rectangular box with a thin black border containing the text "Insert Association Logo".

Example volunteer code of conduct

The essence of good ethical conduct and practice is summarized below.
All volunteers should work to ensure:

- Take your commitment to our organisation to heart, performing your duties to the best of your ability
- Honour confidentiality
- Respect the mission and goals of our Association
- Respect the property of our Association
- Offer constructive feedback about our organization in an appropriate manner
- Follow through on commitments and advise your volunteer contact if you are unable to work as scheduled
- Demonstrate respect for the direction and decisions of other volunteers or Association staff
- Treat co-workers (paid and unpaid), clients and members of the public fairly and without discrimination
- Equal opportunities and rights of any person regardless of their age, gender or sexual orientation race, culture or religion
- Develop an appropriate working relationship with participants or fellow volunteers, based on mutual trust and respect.
- Promote the positive aspects of the sport (e.g. Fair play)
- Display consistently high standards of behaviour and appearance
- Follow all guidelines laid down by the national governing body
- Encourage all types of participants and volunteers to value their performances and not just results
- Encourage and guide participants and volunteers to accept responsibility for their own performance and behaviour.

Volunteers should:

- Never exert undue influence over performers, spectators, participants or other volunteers to obtain personal benefit or reward
- Never condone rule violations, rough play or the use of prohibited substances.

Certificate of Appreciation

This certificate is awarded to _____

In recognition of your valuable contribution as a Softball Volunteer to

Signed _____

Date _____

Insert Association Logo

Volunteers don't necessarily have the time, they just have the heart!



Insert Association Logo

**Volunteers play a huge role in our Association.
Our Softball programs are only made possible due to the time volunteers give.**



***Volunteers don't necessarily have
the time, they just have the heart***

HOW CAN YOU HELP

Volunteers take on all forms; Young, old, experienced, fresh faced, from a sporting background, from a business background or just eager to help. We would like you to join in, helping our sport and current volunteers, by becoming a volunteer!

You will be a vital cog in the machine, enabling our association to deliver activities, events, and our competition to those who love participating in our sport, or help via admin support.

WHAT CAN YOU GAIN

Volunteering brings all kinds of opportunities:

- It can broaden your experience and boost your confidence
- You can learn new skills or sharpen existing talents
- Gives you the opportunity to be part of a team
- Can boost areas and community involvement on your CV
- You help make a difference to those people that are participating.

GET IN TOUCH & GET INVOLVED

If you would like to know more about volunteering with our Association please contact..