

Volunteer Information

Introduction

Without the support of volunteers, organisations would not survive.

This resource has been built in conjunction with Sport Waikato. It will provide you with ways to recruit, recognise and retain your most valuable human resource. Included are a number of sample templates we encourage you to modify to suit your needs.

The Recruitment Procedure

These ideas will assist with recruiting. The most effective method of recruitment is through one on one contact.

Possible volunteers:

1. Parents/caregivers/extended whanau
2. Clubs and regional sporting organisations (RSOs)
3. Schools
4. Tertiary institutions
5. Local businesses
6. Volunteer organisations e.g. Volunteering New Zealand, church/youth groups
7. Ethnic communities

Possible ways to recruit volunteers:

Identify and make targeted requests to potential volunteers. This could include:

- Personal approaches e.g. shoulder tap, phone call
- Word of mouth
- Newsletters
- Recruitment and information events
- Website
- Community notice boards e.g. local community centre, gyms, coffee shops, supermarkets, malls, libraries, tertiary institutions

See section 2 for:

Sample Volunteer Recruitment Letter, Sample Potential Volunteer Survey, Sample Employer letter.
A contact list of all Regional Sports Organisations and clubs is available in the teacher in charge folder.

Supporting and Training

One of the main reasons people do not volunteer is they don't believe they have the skills or confidence needed.

A clear job description will help them fully understand what they need to do and will outline the expectations of the role.

Once someone becomes a volunteer within the school/club, give them the opportunity to attend a training course to upskill or gain confidence. You could also partner them with an existing volunteer already involved in the school/club.

Harbour Sport offer training workshops in coaching, managing sport or officiating to upskill volunteers as necessary. www.harboursport.co.nz

If you have a training requirement or need for your volunteers, contact Harbour Sport where you will be directed to someone who can help you.

RSOs and clubs

Regional sports organisations and clubs have sport specific training opportunities available for volunteers. Many of these can be found in the Sports Club Database and information document which is in the teacher in charge folder.

Police check

A police check on volunteers who will be working with young people may be required by the school/club. Anyone working with children arguably should be vetted. The cost of this (as at February 2010) is \$43. Volunteers should be made aware if this is a requirement when they apply for a role.

See section 2 for:

Sample Coach job description, Sample teacher in charge job description, Sample Manager job description, Sample Volunteer Coordinator job description, Sample President/Chairperson job description, Sample Treasurer job description, Sample Secretary job description, Police Vetting form sample

Succession Planning

An important part of introducing any volunteer into a role is the induction process. Make sure they feel welcome and comfortable. This is particularly important with volunteers so they feel part of the sporting community. If you want them to return, you need to ensure they feel valued and supported.

To enable effective and personal communication with your volunteers make sure you have their up to date contact details.

Coaches in particular play an important role in the enjoyable sporting experience of the athletes/players.

Retaining Volunteers

Once volunteers have been recruited your key focus should be retaining them. The high turnover every year can be reduced if volunteers are recognised. Ways to do this:

- Write a personal letter/card to the volunteer thanking them for their efforts.
- The athletes/players who benefit from the volunteers could also write and thank them.
- Athletes/players could also contribute to thank you gift for volunteers, e.g. contribute an item each towards a hamper.
- Profile volunteers in newsletters or local newspaper/radio.
- Volunteers could be reimbursed for costs incurred e.g. petrol expenses.
- Thank your volunteers publicly at prizegivings or end of season functions.
- School/club branded clothing or merchandise could be given to volunteers.
- Free/discounted memberships for volunteers.

See section 2 for:

Thank you letter and newsletter article

Example volunteer's action plan

Pre-Season

- Identify potential volunteers
- Add potential volunteers to organisation database
- Send out targeted requests to potential volunteers
- Follow up with personal approaches e.g. shoulder tap, phone call
- Police check volunteers in line with organisational policy if required
- Induct the volunteer so they are aware of organisation procedures and introduce them to other key personnel
- Provide volunteers with an induction pack including; key organisation contacts, policies and procedures, team names and contact information
- Offer professional development opportunities

In-Season

- Provide professional development opportunities and offer mentoring
- Support and value the volunteer (this should include regular personal contact, provision of adequate resources, ongoing appreciation etc).

Post-Season

- Reward volunteers
- Review the season with volunteers with the aim of making improvements for next season.
- Identify and plan professional development opportunities
- Maintain contact with volunteers during the off season