

INDUCTION TO YOUR CLUB

*First impressions are important – even in a club. For some volunteers, an induction could be their first introduction to the club. If your club has a number of people starting volunteer work at the same time, consider running a group induction (such as at the beginning of each season).*

**Inductions Help Volunteers:**

* feel welcomed and valued
* understand the club
* understand their role and what is expected of them

**Inductions Help Clubs:**

* reduce risk
* demonstrate professionalism in their approach to volunteering
* provide a safe environment for volunteers
* support volunteers

**When Inducting New Volunteers:**

* + provide a welcoming letter from the Volunteer Coordinator or club chairperson
	+ create a generic or adaptable Welcome Pack for each new volunteer (see Welcome Pack section)
	+ ensure that your existing volunteers and key people know that a new volunteer is starting prior to their arrival
	+ have the chairperson of the club make a personal phone call
	+ hold a welcome function (may be cost effective if several volunteers join around the same time)
	+ ensure they are aware of their rights and responsibilities
	+ ask someone from the club to introduce the volunteer to other key members (create a checklist to ensure everyone is covered)
	+ give guided tours of the clubrooms and facilities
	+ discuss how they will access facilities and equipment
	+ issue keys if appropriate
	+ provide them with relevant merchandise (e.g. this could be a specific club t-shirt or hoodie for example)
	+ provide a list of the names of players if required
	+ provide necessary information regarding any medical or other conditions of the players if required
	+ connect them with a buddy from the club
	+ stagger the induction so that they are not overloaded with too much information all at once

**Forms of Induction**

* **A hand-over period** where the outgoing volunteer supports and trains the incoming
* **A buddy system** - where new volunteers are assigned to someone already in the role to work alongside them and to learn 'on the job'
* **Mentoring** - to nominate mentors around the club to support new volunteer in an ongoing manner
* **Training Session** - to conduct a session where new volunteers are offered training / information about their role and the requirements
* **Drip Feed** - organise a regular catch up with new volunteers to extend induction over time
* **External Training** - support volunteers to undertake the necessary training required for their role e.g. funding or part funding a Coaching Course

Sample Volunteer Induction Checklist – use as a starting point

This checklist supports new Volunteer Induction / Orientation to be thorough and consistent regardless of who conducts it. NB that volunteers will have different learning needs so that Induction may need to be conducted across a number of initial visits.

**Once a Volunteer Role has Been Established**

The nominated volunteer should use this checklist as a guide and record of what the Induction has incorporated

Volunteer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Induction Commenced: \_\_\_/\_\_\_/\_\_\_ Induction Complete: \_\_\_/\_\_\_/\_\_\_

Induction Conducted By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. The new volunteer has been shown around the facility:
	1. Introduced to committee members and other people around the club 🞎
2. The new volunteer is shown around the facility 🞎
	1. The amenities 🞎
	2. Where to secure valuables 🞎
	3. Kitchens etc. (how to access water, tea and coffee) 🞎
	4. Where equipment and supplies are kept 🞎
	5. Shown how to access keys 🞎
	6. Shown where the telephone is located if any 🞎
	7. Shown where first aid equipment, ice etc. are located 🞎
3. The volunteer has had the role, purpose and values of the 🞎
	1. club explained and has been provided with
	2. relevant fixtures, newsletter, details of website
4. The volunteer also needs to be shown:
	1. Specific space, areas e.g. office if doing accounts etc. 🞎
	2. About parking 🞎
5. The volunteer running the induction explains the following procedures and provides a Welcome Pack with information for further reference.
	1. Confidentiality, how volunteer privacy is maintained 🞎
	2. Grievance procedures 🞎
	3. Evacuation procedures 🞎
	4. Given a run-down of club contacts and what various people do 🞎
6. The new volunteer has had the club expectations explained and what they should be able to expect from others in the club
	1. Gone through Codes of Conduct 🞎
	2. Taken through the Welcome Pack 🞎
7. Another member or volunteer is assigned as a Mentor or Buddy to show the new volunteer the specific tasks outlined in the Role Description 🞎
8. The new Volunteer has filled in a Registration Form and provided emergency contact details 🞎
9. A date has been catch up and see how everything is going 🞎
10. The new volunteer is set to go! 🞎