RECOGNISING AND REWARDING

YOUR VOLUNTEERS

*Job satisfaction is one of the most important aspects to remember when you are encouraging volunteers to remain with your club. This is easy to achieve but also easily forgotten:*

* Find out what your volunteers want and what motivates them
* Use clear role descriptions to ensure clarity on the nature of the role they have accepted
* ‘Buddy’ them up with existing volunteers in their club to provide training and support
* Volunteers should be encouraged to give ideas and implement them
* Provide feedback to volunteers and reward them. This may be a simple thank you
* Targets should be set for all volunteers so they are fully aware of the part they are playing in the development of your club

**Enable Volunteers to Enjoy Their Work with You by:**

* Helping volunteers to experience personal achievement in the role they are doing
* Helping them feel they are making a worthwhile contribution to the objectives of the club
* Make the role challenging so it demands the best from them, this will also help match the volunteers capabilities with the appropriate responsibilities
* Show adequate recognition and praise for the work of the volunteer
* Make sure the volunteer is capable and that they have control of the role they are in
* Make the volunteer feel that they are developing and improving their skills and abilities

**Recognition**

Some ideas that will be useful in thanking and recognising your volunteers are:

1. Evaluate volunteer involvement on an ongoing basis
2. Create a climate in which volunteers can feel motivated
3. Say thank you often, and mean it!
4. Match the volunteer’s interests with the role you give them
5. Send birthday/ special occasion messages
6. Provide a clear role description for every volunteer
7. Make sure new volunteers are welcomed warmly
8. Highlight the impact that the volunteer contribution is having on your club
9. Show an interest in volunteer’s personal interest and their outside life
10. Tell volunteers they have done a good job
11. Always have work for your volunteers to do and never waste their time
12. Give volunteers a real voice in your club
13. Ensure your volunteers are fully aware of who they have for support in your club
14. Provide meaningful and enjoyable work
15. Send ‘Thank You’ notes and letters where appropriate
16. Smile when you meet your volunteers!
17. Say something positive about the qualities of each volunteer
18. Involve volunteers in decision making processes
19. Give a certificate to commemorate anniversaries of involvement
20. Develop a volunteer policy
21. Allow volunteers to debrief and give you feedback on the roles they are in
22. Let volunteers put their name to something they have helped to produce or make happen
23. Have a volunteer comments box and consider any suggestions carefully
24. Supervise and support volunteers’ work
25. Remember your volunteers’ names. This may seem a bit obvious but forgetting a volunteers name can make them feel very much unappreciated.