

MANAGEMENT OF VOLUNTEERS

**MANAGING YOUR VOLUNTEERS BETTER………**

**A QUICK GUIDE**

**Coordination**

Appoint a volunteer co-ordinator to your club; someone who is responsible for recruiting managing and recognising your volunteers. This is someone who is a point of contact for volunteers.

## Planning

Develop a volunteer management plan. This plan should address:

* Number of volunteers required and the roles they are required for
* Identification of skills already in the club (ie: conduct a skills audit of existing members and volunteers)
* Recruitment strategies
* Roles and responsibilities of volunteers
* Roles and responsibilities of the club
* Training that can be offered to volunteers
* Ongoing day-to-day support that can be provided
* Recognition strategies

## Job Descriptions

Develop job descriptions outlining volunteers’ duties. Job descriptions enable potential volunteers to understand what is expected of them before taking on the position

## Orientation

Provide new volunteers with an orientation, including:

* a welcome to the club
* details of their position
* information on the day-to-day operations of the club
* support that will be provided to them
* introductions to key people in the club

## Training

* Identify the training requirements of your volunteers
* Keep up to date with the training that is available for various positions in the club
* Include an allocation for volunteer training in the club’s budget

## Support

* Provide volunteers with a central point of contact ie: volunteer coordinator
* Ensure open channels of communication are available to volunteers. Provide them with the opportunity to ask questions, discuss problems, raise issues, put forward complaints
* Make sure that volunteers are not out of pocket; where possible cover their expenses
* Ensure that the roles and responsibilities of the volunteers and the club are clearly defined and communicated
* Keep volunteers regularly informed about what is happening in the club
* Ensure that recognition of volunteers is ongoing.