

## My Progression.....

# 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.