**Volunteer Management Plan**

**Introduction**

The purpose of this plan is to establish a strategy to recruit and retain volunteers to the *[insert League/Club name]*.

Voluntary work enables sporting clubs to deliver community services and facilitate the development and reinforcement of social networks and cohesion within communities. Volunteers contribute to the successful management of our home games and are an essential part of the on field success of our teams.

A volunteer is a person or persons who are performing any role defined by *[insert Club/League name]*. This definition is aligned with Volunteering Australia’s [definition of volunteering](http://www.volunteeringaustralia.org/policy-and-best-practise/definition-of-volunteering/): “…time willingly given for the common good without financial gain.” The roles performed may include one off or on-going roles but this does not negate the valuable contribution of all volunteer roles. Without each volunteer we would not be able to function as successfully as we do.

We honour the [rights and responsibilities](https://volunteeringqld.org.au/volunteers/rights-responsibilities) of volunteers as described by Volunteering QLD.

This Volunteer Management Plan (VMP) underpins the positive volunteering culture at [insert Club/League name]. A VMP prioritises goals and identifies the key strategies to be implemented to:

* Connect the club’s mission and vision with involving volunteers
* Help bring appropriate volunteers into the club
* Help volunteers develop a sense of commitment to the club
* Provide and/or plan for training and development opportunities
* Recognise and reward volunteer performance

**The Volunteer Cycle**

The following diagram illustrates the Volunteer Cycle of the average volunteer and provides a framework for volunteer management highlighting the importance of monitoring and revising volunteer engagement within each phase.

**Vision**

The vision of *[insert Club/League]* is *[insert vision of club/association].*

**Policies/Planning**

In order to effectively manage volunteers and the relationship between volunteers and any paid staff, *[insert Club/League name]* has the following policies in place:

* Volunteer Position Descriptions for the Executive and key club roles
* Complaints Handling Procedure/Grievance Policy
* Workplace Health & Safety Policy
* Social Media Policy
* Volunteer Code of Conduct

Additional policies/planning documents include:

* Game Day Procedures
* Reimbursement Procedures
* Good Sports Certification

**Recruitment**

Recruitment is the process of attracting new volunteers to the club. However, it can also include finding new roles for existing volunteers. The methods of recruitment include:

* Social Media posts and advertising
* Sponsors and partners
* Local community
* Advertising in the local paper - volunteer recognition stories, good news stories and recruitment initiatives
* Liaising with other clubs to develop partnerships with sponsors/local high school/indigenous community to identify suitable individuals to complete a Cert 2 in Business Admin, Cert 3 in Bookkeeping, Cert 2 in Hospitality etc (or similar courses) with the intent to fill volunteer positions for fixed term contracts within both clubs

The recruitment method used will vary depending on the volunteer role. A full role description will be provided to each volunteer applicant.

**Selection and Screening**

Applicants will be assessed based on experience, skills, and relevant training and are required to obtain a Working with Children Blue Card prior to commencing any role with the club. If a Police Clearance Certificate is required, the cost will be borne by *[insert Club/League name]*.

All volunteers are expected to sign a copy of their position description indicating that they are equipped for the duties expected of them and agree to the responsibilities of their role. In addition, all volunteers will be provided with copies of all policies and procedures and will be required to sign and return the Policies Sign Off Sheet.

The expectations outlined for volunteers will include details such as:

* Hours expected for the specific volunteer role
* Behavioural expectations of a volunteer for [insert Club/League name]
* Health and Safety requirements
* Confidentiality requirements

Successful volunteers will be required to register to the Club annually via the MySideline database, which can be accessed via the following link: <http://www.playrugbyleague.com>

Registration will ensure that:

* personal and emergency contact details are current
* accreditation information is current
* volunteers are covered by insurance

**Orientation/Induction**

The organisational chart for *[insert Club/League name]* is below and is administered solely by volunteers.

Understanding the organisational chart familiarises new volunteers with the club and the key information involved in being a part of it.

New volunteers will report directly to the Volunteer Coordinator or other nominated Club person. For one off event volunteering, the contact person for volunteers may vary based on the event. An induction will take place on the day of the event or will be arranged prior with the designated volunteer coordinator for that event.

**Training/Development**

Volunteers will be offered training and development opportunities to assist individuals to develop skills and perform roles. Volunteers are both encouraged and supported to independently seek out educational, training and development opportunities for themselves.

Upon completion of training, records of current skills and abilities will be maintained by the Volunteer Coordinator or nominated Club person.

Training opportunities may include:

* Responsible Service of Alcohol
* Safe Food Handling
* Member Protection Information Officer - Play By The Rules (PBTR)
* Child Protection - PBTR
* Harassment & Discrimination - PBTR
* Complaint Handling - PBTR
* Infection Control - QLD Health, PBTR
* Sports Community Webinars - for Executive Committee members and volunteers
* NRL Courses – coaches, sports trainers and referees

**Recognition/Evaluation**

The contribution of all volunteers to *[insert Club/League name]* is highly valued and every effort will be made to thank volunteers and recognise their contribution. Appreciation strategies can be sourced from Volunteering QLD be sourced [here](https://volunteeringqld.org.au/docs/Volunteer_Reward_and_Recognition.pdf), and may include the following:

* Acknowledgement of volunteers at the end of season presentation
* Handwritten notes, cards, emails
* Volunteer feature on our social media page and in the local paper
* Annual Volunteer Breakfast
* Nomination of a volunteer for the Volunteer of the Year Awards
* nomination of a volunteer for the NRL Community Awards
* Letters of reference
* Certificate of Appreciation
* Celebration of National Volunteer Week

**Exit Strategy/Succession Plan**

Volunteer roles will be for an agreed length of time based on the role. For example, an Executive Committee member may be designated for a role for 3 years but a coach may be needed for 1 year or 1 season. This length of service will be agreed with the volunteer upon commencement and included in their position description. When the end of the agreed time arrives, a review will be done to determine if the volunteer will remain in the role for another term or if a new volunteer will fill the position. This allows the volunteer to comfortably step out of their role, if they so desire. This also allows the club to move a new volunteer into the role if a situation should arise that requires the current occupant of the role to cease volunteering.

An annual review will be conducted which enables feedback to be given both from the volunteer and the club. This process helps to ensure that the volunteer will continue to perform to the best of their ability.

At all times of the Volunteer Cycle, club staff must ensure that they are approachable, and communication is open. However, it is important to ensure that the Volunteer Coordinator or Club delegateis kept as the primary contact for volunteers and informed of relevant communication between staff and volunteers. Staff should also let volunteers know when information will be passed on to the Volunteer Coordinatorto ensure transparency and that trust is maintained.

Should a volunteer choose to cease volunteering with *[insert Club/League name],* the Volunteer Coordinatorwill ask them for the reasons they are no longer volunteering. While in many cases the reason(s) may be unavoidable, they may help the club improve its volunteer program by identifying gaps in the Volunteer Management Program and in monitoring the support given to volunteers by paid staff or fellow volunteers. This feedback will be gathered, when possible, during a formal exit interview. This will help ensure that the volunteer completes their role in a positive manner and the club can plan for the continuation of the role they were performing.

We are working toward implementing the following mechanisms for volunteer succession planning:

* Encouraging volunteers to perform multiple roles to encourage multiskilling
* regular review of volunteer position descriptions to ensure that roles are current and relevant

**Volunteer Management Plan – Actions**

The table is reflective of the items identified throughout this plan that require action to implement. By identifying the individual actions needed and assigning responsibility for those actions, we are better able to improve our volunteering program and therefore our club.

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| **Phase in cycle** | **Brief description**  **of action**  **required** | **Individual**  **responsible for implementation** | **Other person(s) involved** | **Completion**  **Date** | **Notes** |
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