



Volunteer Recruitment and Retention Guide

A toolkit for sporting clubs

Whitehorse City Council
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Introduction

Whitehorse City Council has developed this guide in collaboration with the Whitehorse Sport and Recreation Network (WRSN), an advisory group made up of community representatives involved in sport and recreation clubs operating in the City of Whitehorse.

The WRSN provides an opportunity for sporting and recreation clubs to share information with each other. The WRSN also provides a forum through which Council can receive advice and guidance on the future of sport and recreation development within the City of Whitehorse.

The WRSN has identified the recruitment and retention of volunteers as a key issue facing sport and recreation clubs. This guide has been developed as a tool to assist clubs with addressing this issue. Clubs can use the guide in its entirety or select key elements to assist them with the recruitment and retention of volunteers.



The Importance of Volunteers

Volunteers carry out almost 80 per cent of the administration functions within the sport and recreation sector, making them an integral part of its success.

Without the efforts of volunteers, many of the opportunities the community currently has to participate and be active in sport and recreation would disappear.

Volunteers offer:

- A fresh perspective and new ideas on how clubs operate and function
- New skills and abilities
- Energy and enthusiasm
- A different perspective from a variety of age groups
- Assistance with sustaining clubs into the future.

Section summary

- *Volunteers bring energy, new skills, abilities and perspective.*
- *With their help there is an opportunity to sustain clubs and the future of sport and recreation groups.*

Using Volunteers

There are three main ways in which volunteers may be used in your club:

a) Fill formal committee positions

A sport or recreation committee will generally have a formalised committee structure already in place that covers the management and operational running of the club as shown below.

Management/Policy Positions	Operational Positions
President/Chairperson	Umpires/Referees
Vice-President	Coaches
Secretary	Team Manager
Treasurer	Equipment Manager
Board or Committee Members	Canteen Supervisor
Volunteer Coordinator	Functions/Events Coordinator
Club Patron	Fundraising Coordinator
	Website Coordinator

b) Undertake support tasks

Some formal committee positions can require considerable time and effort. It may be possible to share some of the tasks of these positions reducing the pressure on committee members and making the roles more attractive.

Conducting a support task audit will highlight the type and amount of work that needs to be done. It is important to ensure that support work is complementary to the work undertaken by other committee members and does not duplicate or create irrelevant work.

A support task audit will involve developing a simple form to identify some specific ways in which volunteers could assist. The proforma you design should include categories specific to the needs of your club. A sample support task audit is available at **Appendix 1**.

c) Develop and extend your club's vision and goals

Increasingly, people are prepared to lend their professional expertise to community and non-profit club for which they have a passion. Rather than take on on-going committee positions, volunteers may be willing to undertake a specific project that will assist the club. Skilled volunteers may be sought in many areas including:

- Law
- Accounting
- Mentoring
- Event management
- Marketing
- Construction
- Industry
- Counselling
- Research
- Training
- Fundraising

Why Volunteers Get Involved

It is important to understand why volunteers get involved in clubs.

- To gain skills – job skills, communication skills, personal and professional development.
- To gain experience – especially to be able to add to their CV or to gain a written/verbal reference.
- To have fun.
- To meet new people.
- To pass on skills to others.
- To experience new challenges.
- To gain satisfaction from doing something to make a difference to the world we live in.
- To contribute to the local community.
- To support family members in a sport.

Is My Club Equipped to Accommodate Volunteers?

In order to take on volunteers, your club should have the following in place:

a) A Volunteer Coordinator

Volunteers, like paid staff, require ongoing support and direction. A key factor in maintaining volunteer satisfaction is the appointment of a volunteer coordinator for your club.

- Duties may include: Selection and placement of volunteers
- Development of volunteer induction materials including a mission statement and organisation chart
- Ongoing position direction
- To understand the professional and personal needs of each volunteer.
- Evaluation and feedback
- Inclusion of volunteers in the social activities of the club
- Provision of necessary training materials and courses
- Recognition and reward for volunteer effort
- Provision of adequate workspace
- Provision of training for any paid staff so they can work effectively with volunteers.

b) Flexible working conditions

Volunteers in sport and recreation tend to have a preference for part-time and/or flexible working schedules. This will more often than not include weekend or after-hours work, so a club with greater flexibility will attract a larger number of potential applicants.

c) Security

Many community and non-profit organisations deal with highly sensitive issues and information. Security checks and confidentiality agreements are commonplace requirements for many volunteer positions. Police checks and Working with Children checks are also an important part of volunteering (particularly in junior sport and recreation clubs). These matters are dealt with later in the section **Recruiting Volunteers – Screening.**

Section summary

- *People gain skills, experiences and satisfaction while volunteering.*
- *Clubs should provide a key contact for volunteers, flexible working conditions and ensure security checks and confidentiality agreements are in place.*



Recruiting Volunteers

Recruitment is the process of attracting new volunteers.

Make it easy for volunteers to get involved. Depending on your method of attracting volunteers, these ideas can be used in advertising or provided to prospective volunteers with a copy of the position description.

- List 'what's in it for them'. It may be a reference, something to add to their CV, training, meeting new people, personal satisfaction, helping a cause they believe in or learning new skills.
- Tell them if you have benefits particular to your club/association that provide added value e.g. reimbursements for travel expenses, social opportunities etc.
- Think creatively about your volunteer roles. Divide tasks into 'projects' and think about which tasks could be done by which volunteers.
- Make sure the volunteer job description sounds interesting.
- Be flexible about the timing of involvement.
- Look for shorter periods of commitment – more project-based tasks.
- Invite the volunteer to meet with you or your club's volunteer coordinator so that you can tell them more about the position. If you are happy that they would be able to perform the role and they are still interested in helping you then set a time for them to start.
- Involve the volunteer in evaluating the program to improve and develop it.

Personal contact with potential volunteers, whether through friends, family or individuals already involved in a club is the most common way that volunteers first become involved in voluntary work.

Some volunteers actively seek out volunteer opportunities but relatively few volunteers are recruited through advertising or publicity. Most people join sport and recreation club to participate in leisure activities, and in the early stages of their involvement may not appear interested in volunteering as well.

If a club is going to be successful in recruiting volunteers, it needs to ask people to volunteer. The recruitment process should provide potential volunteers with a realistic preview of what a job entails.

When recruiting:

- Volunteers need to know the size and nature of the task ahead of them before deciding to commit their time and energy to a position. This is where an adequately prepared job description is very helpful. Refer to the section **Volunteer Position Descriptions** for further information.
- It is important to emphasise the benefits for volunteers rather than the needs of the club.

- Many volunteers give up their leisure time to help sporting clubs and may not be attracted by work-like recruitment campaigns.
- Volunteers need to feel valued by a sporting club and not feel as though they are being recruited to fill a position that no-one else wanted.

Benefits and conditions need to be clearly specified so applicants are in a position to make an informed decision about whether a job might suit their skills, experience and availability.

The Ask

The best way of recruiting people is to have one of their friends ask them. You may have to move onto other methods later, but start with this one. Organise your committee and your members to ask five people each. Then ask your existing volunteers to approach their friends.

a) People join when someone asks them to join

You may ask 'Isn't this very slow?' It may seem slow, but it gets you members on the ground faster than anything else. Ask yourself how the pressures you feel when someone you know asks you to do something compared to the pressure you feel when you see a toothpaste ad on TV. Which makes you feel more motivated? Especially as you're not just selling toothpaste, you're asking people to make a meaningful commitment over a longer term.

b) Diversity

It is important to try and reach a range of people with diverse skills.

If you're putting on an event, try and recruit from the people attending. If they have a good time on the day, they may want to get more closely involved. Consider holding special social events such as picnics or parties to show prospective volunteers (and your friends and family) that volunteering is fun, not just work.

When you have done all you can with face-to-face soliciting, consider a targeted volunteer campaign.

Marketing Campaign

There are four main steps in developing a marketing campaign. This process can be as complex or simple as you want it to be, but ensure the key elements are still there.

a) Know your product

Knowing your product is about knowing what you are 'selling'. In the context of attracting volunteers, you will more than likely be selling the experience of being a volunteer in a local community group.

The benefits of the volunteering experience will often be personal and will vary from person to person. Some of these reasons are identified in the section 'Why Volunteers Get Involved'.

Take some time to write down what the benefits of volunteering in your club generally will be. Then write down the benefits of volunteering in the particular role you want to fill. For example, the benefits of taking on a fundraising role might be to develop marketing, sales, or event management skills. Undertaking these tasks on a smaller scale such as with your club may be a good introduction for someone wanting to get into the field or practice new skills. Refer to the section '**Attracting Volunteers to Your Club**'.

Next, ask some of your existing members (not your committee) why they don't volunteer. They may have certain perceptions about how much work is involved, or whether they would enjoy it. It could even be because no one has ever asked them.

b) Identify your target audience

This will involve thinking about the demographics of who might be right for the role you want to fill. It is important to think broadly at this point. Don't restrict your options or discriminate. Some examples might include:

- Age -i.e. over 18, 30 to 50, over 65
- Employment status – part-time, retired, full time
- Experience – legal background, played the game before, commercial cook
- Gender – it is worthwhile for the purpose of this exercise to consider this demographic aspect on the basis that it may influence where you place your marketing. However, it is against the law to discriminate based on gender (and a number of other specified reasons)
- Membership status – current club members, parents of children that participate, community members.

Your target audience will most likely fit into many of these identified groups. For example, if age isn't important, it still may be appropriate to write all of the age groups down to promote thinking about where to place your marketing.

c) Identify how you will communicate with your target audience

If your target audience is identified as 17 to 21 year olds, it's unlikely that a brochure dropped into letterboxes would be the best form of communication.

Write down a few questions to ask your target audience about how they think you should communicate with them.

Then start talking to some people who fit into your target audience. Ask your committee members to talk to people they know in that demographic i.e. their children, grandchildren, work colleagues, friends, partners etc. These people are now your 'focus group'.

After getting feedback from your 'focus group', design a sample. This might be in the form of:

- An advertisement
- A letter
- A brochure
- A website
- An email
- A poster.

Give the mock-up back to your focus group and ask them what they think.

d) Make it happen

If you are targeting club members, make it personal and easy for them to say yes i.e. 'Are you able to spare one or two hours per week to help your club?'

Do you need money to pay for your campaign? Can your club afford to fund it? If not, refer to the section in this document on grants.

Do you need a volunteer to implement your club's volunteer marketing campaign?

e) Need more help?

Talk to your sporting association or peak body. Most club types have a local, state or national body that oversees and provides support to clubs or members. Your club secretary should have these details.

Some recruitment options could include:

- Local newspaper volunteer listings
- Paid advertisements
- Human interest stories on your program in print or broadcast media
- School newsletters
- Professional association and club newsletters
- Senior citizens clubs
- Employee newsletters
- Places of worship and their newsletters
- Other specialty publications
- Radio and TV public service announcements
- Posters on community bulletin boards, at libraries, shops, community centres, sports clubs
- University campuses
- 'Bring a Friend' coffee morning for current volunteers
- Open house tours
- Brief talks at community or professional organisation meetings
- Public talks/education/demos on area of service
- Public recognition of your volunteers
- Stall at community events/festivals
- Special announcements at your club/association's other events
- Your current clients, staff, board and volunteers
- Your own website.

Section summary

- *Ensure that it is easy for the volunteer to get involved, provide interesting job descriptions and divide tasks into projects.*
- *The majority of volunteering occurs through word of mouth, encourage your current volunteers to ask friends and family to get involved.*
- *Develop a marketing campaign – this doesn't need to be complex, just a step by step process to promote the opportunities you have to offer.*

Screening

You want volunteers, but people who are competent in and suited to the role. You need to think about screening your applicants because:

- a. You need to see if they fit the needs of your club to see whether they're competent, whether they get along with people, whether they have the skills you're looking for and fit the position description. You need to assess their trustworthiness as part of the process.
- b. If someone does come forward to volunteer who you don't think is suitable, it is going to be very difficult to justify rejecting them unless you have a policy and a system in place that provides criteria for acceptance.
- c. It protects the volunteer. They're going to be working with the other volunteers, and they want to know that they are able to trust them to do the right thing; and the other volunteers want to know the same thing about them.
- d. There can be no real guarantees about anybody, whether they've been screened or not; however, if a volunteer is unsuitable in the role and you hadn't checked him or her before they came on board then your club could find itself exposed: with the law, with your public liability insurers, with the press, the community and with your sponsors. There is a chance that you could be sued or prosecuted. Ensure that informal checks are carried out on volunteers including reference, previous clubs involvement or experience and establish their motivations for becoming involved.
- e. The law says you are required to screen applicants. Even where the legislation isn't enforced for your club, you have a duty of care to the people you have dealings with, and that means you must exercise reasonable care with respect to their interests, including protecting them from harm. See below for more information on Formal Checks
- f. In most cases, it is a sensible precaution.

Don't present this as an extra bureaucratic hurdle; show prospective volunteers that it is for their protection, and that it is to ensure that they will be joining an elite group that they can be proud to belong to.

Formal Checks

Working With Children Checks

In 2006, the Victorian Government introduced a new checking system to help protect children under 18 years of age from physical or sexual harm.

The Working With Children (WWC) Check creates a mandatory minimum checking standard across Victoria. The WWC Check helps to keep children safe by preventing those who pose a risk to the safety of children from working with them, in either paid or voluntary work.

If you work or volunteer with children you may need to apply for a WWC Check. Employers, volunteer organisations and agencies must ensure that any of their staff or volunteers who need a WWC Check has applied by the due date.

The WWC Check has been phased in over five years. If you need a WWC Check, you must apply by the due date for your field of child-related work.

More information about Working With Children Checks can be obtained from www.justice.vic.gov.au/workingwithchildren

Police Checks

The aim of conducting police checks is to screen those people who have a history of abusing or exploiting children and/or violence. Police checks should therefore be conducted on individuals filling positions, either paid or unpaid, to ensure their suitability for the role.

Section summary

- Screening helps both parties to assess the suitability of the volunteer for a role.
- People who have unsupervised contact with children in a volunteer capacity in sport or recreational activities will need to apply for a Working with Children Check.
- Police checks are recommended for every club volunteer that is in a position of authority.

Managing Volunteers

Volunteer involvement must be planned, organised, and aligned with your club's goals and its resource allocation. The club's committee members should understand, approve of, and support the direction of the volunteer program.

Volunteer procedures

Administrative procedures guide and support the volunteer program. Standard forms for position descriptions, applications, interviews, reference checks, police record checks, performance appraisals, and exit interviews provide a framework for treating all volunteers equally. Accurate records provide a means to keep track of individual volunteers and the program as a whole.

Policies and procedures should be communicated to all volunteers and then followed consistently and equitably.

Volunteers deserve to be treated with respect and dignity. Specifically, everyone has the right to equal treatment in their role without discrimination on the grounds of:

- Race
- Ancestry
- Place of origin
- Colour
- Ethnic origin
- Citizenship
- Creed
- Gender
- Sexual orientation
- Age
- Marital status
- Family status
- Disability.

Resources

Wherever possible, the club/association's budget should include provision for:

- Volunteer expenses (out-of-pocket expenses)
- Effective supervision of volunteers
- Appropriate space for volunteers to work
- Tools and equipment
- Uniforms (if required)
- Volunteer recognition (events and items)
- Appropriate insurance coverage
- Training/professional development costs
- Evaluation costs
- Any other resources that will support volunteer effectiveness.

Supervision

An individual should be responsible for the volunteer program.

Managing volunteers demands a wide range of skills with a high level of complexity. Whatever the size of the club, the individuals responsible for volunteers must have the necessary skills, experience and support to do the job well.

The person designated to manage the volunteer program is responsible for an essential element of the club's composition, and they must work collaboratively with other club members and consult them before considering any new directions within the volunteer program.

If club members work with volunteers their position descriptions should specifically include key functions and responsibilities related to volunteer involvement.

Volunteers should receive levels of supervision appropriate to their task. Many volunteer assignments require minimal supervision, but some that are more complex (or involve higher risks) require a higher degree of supervision.

As with paid staff, volunteers need to hear how they are doing. If volunteers are performing below the required standard, or putting themselves or others at risk, they must be told. Regular, as well as informal, meetings also provide an opportunity to commend and to thank volunteers for their efforts.

Records (whether simple paper files or sophisticated software programs) should be maintained on every volunteer involved with the club, using a confidential, secure system. Records should include at least:

- Application form
- Record of interview
- Position description
- Referee's reports
- Performance appraisals
- Current contact information.

Such records can be used for references, performance appraisals and emergencies. They are also necessary in the situations where a volunteer is not measuring up, or is putting staff or club or property in danger, and management and supervisory procedures have been unable to remedy the problem. Even for volunteers, procedures for sanctions – reprimand or dismissal – need to be documented.

The dignity and respect of the volunteer is vitally important, but the safety and wellbeing of clients, staff and other volunteers is paramount.

Orientation and Training

Volunteers must receive an induction to the club. They must be filled in on its policies and procedures, and they should receive appropriate training for their volunteer position through a handover.

Volunteers should:

- Be told about the club's complaints and dispute resolution procedures
- Be told about emergency procedures and resources
- Be trained for any job that requires specialist knowledge.

Meaningful Work

Volunteers require written position descriptions, just as paid staff do, to ensure that they are aware of the scope (and the limits) of their duties.

Volunteer positions should involve volunteers in meaningful ways, and should be flexible enough to draw on their individual abilities, needs and backgrounds.

Individual needs vary considerably. Successful volunteer programs adapt volunteer assignments to fit these needs when possible. This may involve changing the times, the scope, the duration or the location of the task. The more adaptable the club, the easier it will be to find, recruit and retain volunteers.

Review volunteers' tasks regularly to check on their continuing relevance and value.

Evaluation

Volunteer involvement should be evaluated regularly. An evaluation of volunteer involvement includes:

- Reviewing goals and objectives
- Identifying results achieved
- Obtaining feedback from current volunteers and clients
- Collecting and reviewing both quantitative and qualitative data about volunteer involvement
- Assessing the performance of volunteers, and
- Conducting exit interviews for departing volunteers.

Section summary

- *Provide adequate supervision for volunteers.*
- *Clearly define and communicate both the volunteer's and the club's roles and responsibilities.*
- *Evaluate volunteer involvement within the club on a regular basis.*

Retaining Volunteers

Volunteers give their time and energy because they're committed to a cause. They come back because it's fun. You have to be able to deliver on both counts.

It's important to show volunteers that a real value is placed on their work. They should be offered **respect, recognition** and **rewards**.

Respect

- Train – help them learn new skills/information etc to enhance their role.
- Communicate – talk to them.
- Consult – ask for feedback, suggestions etc. Value their experience.
- Supervise – adequate supervision is a must to ensure tasks are completed correctly and to support the volunteers in their role.
- Encourage – ensure a good job is done through positive reinforcement.
- Conflict resolution – notify them of grievance resolution procedures just in case.
- Don't make their job too big.

Recognition

- Thank them, express gratitude.
- Recognise them in speeches and reports.
- Call, write a letter or provide a formal certificate to say thank you.

Rewards

- Build team spirit – people give their best when they see themselves amongst friends.
- Social gatherings a few times a year are a great way for volunteers to get to know their colleagues.
- Throw a winding-down party after they've helped at one of your special events.
- Offer social opportunities after club formal activities.

Costing

There are occasions when your organisation needs to assess the value of your volunteers. This might be when you are applying for a grant; proposing a joint venture; or entering any other arrangement where there is a question of who is contributing applicable services. The organisation funding the grant will want to qualify your level of commitment, as will your partner(s) in a joint venture. For these purposes it helps considerably if you're able to put a dollar figure on your volunteer's services; and for this purpose, the applicable figure is the cost of hiring people to do the job. The fact that you are getting it pro bono is not something that affects them.

On the Record

If motivating and challenging your volunteers is a strategic goal of your organisation, then you should be measuring it.

Do you survey your volunteers? Do you ask them for their feedback and then act on their responses? Are these procedures recorded or just orally collected?

Value Your Volunteers

If you want to keep volunteers committed, they need to be shown that their time is valued as highly as paid staff.

You need to ensure that the jobs you are asking of them produce results worthy of the time and effort they are contributing. You have to take them seriously, not just give them jobs to keep them busy with little or no value added. If you don't, you'll lose twice – you'll get little out of them; and they'll sense you don't need them and go elsewhere, taking their experience, expertise, contact lists and future potential donations with them. This may also result in them telling people unhelpful things about your club which would become increasingly detrimental.

Section summary

- *Thank your volunteers.*
- *Motivate and challenge your volunteers.*
- *Show them that they are valued as highly as paid staff.*

Volunteer Position Descriptions

The supreme motivator for volunteers is job satisfaction. It is important volunteers know that they fulfil a real and vital purpose in your club.

To ensure that your volunteer workforce remains motivated and continues achieving, your club needs to have the following in place:

- a. A clearly identified set of essential and varied tasks for volunteers.
- b. Well-defined job descriptions for these tasks.
- c. A system to match volunteer's needs and skills with each task.
- d. A process of review and reward for volunteers.

Use the template at Appendix 2 as a guide for writing a position description. Where possible, for clarity and simplicity write the detail as dot points.

Add more headings if you have additional information that you think could be of value to the person filling the position.

Section summary

- *The principle motivator for volunteers is job satisfaction.*
- *Show the volunteers that they fulfil a real and important purpose in the club and ensure that your volunteers are motivated.*

Checklist

- Appoint a volunteer coordinator
- Develop position descriptions
- Undertake a support task audit
- Identify 'what's in it for me'
- Develop a marketing plan
- Ask people to volunteer
- Undertake security and working with children checks.....
- Induct volunteers to your club
- Establish direction, review and reward the volunteer



Funding Opportunities

The City of Whitehorse Community Grants

Community grants (cash grants) are advertised each year in late February/early March with submissions closing mid April. Funding is for the following financial year commencing 1 July. (Discounted support hall hire and free tipping grant applications are accepted all year round.)

Who Can Apply?

Community groups wishing to apply for a community grant need to be incorporated or auspiced by an incorporated body, based in Whitehorse or have a majority of Whitehorse members. The full criteria for each grant category is listed in each grant pack

What sort of things is Council not able to fund?

Community grants are not for capital expenditure items such as buildings, refurbishment of buildings, ground works, landscaping etc, computer hardware or software or capital equipment purchases) nor for salaried positions. Community grants are not available for political or religious activities

For more information, telephone Council's Customer Service Department on 9262 6333.

Victorian Volunteer Small Grants

The Victorian State Government currently (at June 2010) offer grants up to \$5000 to Victorian organisations so they can extend local volunteering opportunities.

The grants are to encourage local community organisations to attract new volunteers from diverse backgrounds and create new volunteering opportunities. The focus of these grants is to increase diversity among Victoria's volunteers and within Victoria's volunteer organisations.

Small community organisations can also apply for funding of projects which improve their capacity to manage, develop and maintain existing volunteer programs. Organisations that are funded in this way will need to show how this improved capacity will assist in future efforts to attract new volunteers and provide new volunteering opportunities.

Who can apply?

Community and not-for-profit organisations in Victoria that involve volunteers at a local level.

What are the selection criteria?

Applicants will need to describe what their project will achieve in encouraging volunteering and increasing the diversity of their volunteers. Priority will be given to groups with relatively small operating budgets and a higher dependency on volunteer support.

Some examples of projects that have been approved for funding under the Victorian Volunteer Small Grant program are available online at www.dvc.vic.gov.au

Full details and grant application forms are available online at www.grants.dvc.vic.gov.au (go to 'Grants Finder' and under 'Grant Program' select 'Victorian Volunteer Small Grants').

Reference Sources

Our Community Pty Ltd

Help Sheet – Designing Position Descriptions for Volunteers

Help Sheet – Recruiting Volunteers

Courtesy of www.ourcommunity.com.au

Cricket Victoria

Club Development Program DVD Cricket Victoria, 2005

www.cricketvictoria.co.au/page/club_support.html

Government of South Australia, Office for Recreation and Sport

Volunteers – Recruiting and Retaining Volunteers

www.recsport.sa.gov.au/training-development/volunteers-recruiting.html

Australian Government, Australian Sports Commission

Volunteer Management Program – Recruiting Volunteers

www.ausport.gov.au/data/assets/pdf_file/0010/150031/Recruiting_Volunteers.pdf

Australian Sports Commission

Police Checks

www.ausport.gov.au/supporting/ethics/ethical_issues/child_protection/legislation/police_checks

Department of Justice

Working with Children Checks

www.justice.vic.gov.au/workingwithchildren

Information line: 1300 652 879

Go Volunteer

National volunteer recruitment website

www.govolunteer.com.au

APPENDIX 1

Support Task Audit Sheet

Support Task Audit Sheet

Committee Position:

Type of task	Hours (choose one depending on frequency of task)				Could work be done outside the office/clubrooms?
	Weekly	Monthly	Bi-Annually	Annually	
Photocopying					
Filing					
Mail-outs					
Typing					
Messengers					
Database maintenance					
Photo library maintenance					
Library acquisition					
Stationery purchase					
Equipment maintenance					
Grounds maintenance					
Reception					
Driving					
Basic fundraising					
Food distribution					
Other					

APPENDIX 2

Position Description Template

Position Description Template

Name of position	Volunteer title e.g. <i>Under 11 Team Manager</i>
Description of position	Describe position in one short paragraph e.g. <i>The U11 Team Manager works closely with the team coach and assists by organising the kids on match days to ensure things run smoothly</i>
Important duties	List all key task and responsibilities e.g. <ul style="list-style-type: none"> ○ <i>Arrive at 8.15am, 30 minutes before play is due and check that all players are present and organised ready to start on time</i> ○ <i>Assist the coach with putting in the stumps, placing the boundary markers in position, etc</i> ○ <i>Be the 'keeper' of the scorebook, first aid kit, sunscreen and the equipment bag</i> ○ <i>Organise an adult to score each Saturday morning</i> ○ <i>Organise drinks for the players throughout the morning</i> ○ <i>Be available to assist the kids if necessary e.g. putting on sunscreen or helping with their pads</i> ○ <i>Help the coach pack up at the end of the morning's play</i> ○ <i>Phone the scores through to the association junior secretary by 8.00pm Saturday night</i> ○ <i>Attend committee meetings to provide feedback on the role</i>
Time commitment	Provide a detailed and accurate estimate of the time the position requires eg. <ul style="list-style-type: none"> ○ <i>Approx 4 hours each Saturday morning from 8.15am to 12.15pm</i> ○ <i>An additional 1/2 hour per week to organise equipment, phone scores through, etc</i> ○ <i>Attendance at mid-week training one night a week is optional (approx 4.30pm – 6.00pm on a Wed)</i> ○ <i>The season runs for 18 weeks prior with a 5 week break over Christmas</i> ○ <i>Attend committee meeting on a regular basis</i>
Skills required/preferred	List any experience/knowledge required or preferred for the position.