



ATHLETICS NORTH QUEENSLAND

Volunteers Management Policy and Procedures

Volunteer Rights

Volunteers have the right to:

- An orientation to the association.
- A clear job description.
- Job satisfaction.
- Support and respect from member club and co-workers.
- Guidance from someone who is experienced and well informed.
- Be involved in decision making.
- Have access to training if needed.
- Insurance and safety.
- Know who they are accountable to and have clearly defined channels of communication open to them.
- Know what tasks they will be expected to perform and say "no" to tasks they are unable to do or do not want to do.

Volunteer Responsibilities

Volunteers have the responsibility to:

- Be sure they have the time to take on the position/task.
- Be loyal – offer suggestions, but don't "knock" other people's ideas.
- Be willing to learn – training is essential to any job well done.
- Keep on learning – know all you can about our association and your job.
- Welcome supervision – you will do a better job and enjoy it more.
- Speak up – ask about things you don't understand.
- Be dependable – do what you agree to do.
- Be a team player – respect the function of other staff and treat them fairly.
- Provide feedback on the work being done.



Volunteer Orientation

Orientation is vital for all new association recruits. It is a socialisation process where volunteers get to know the association and its key people. When providing an orientation session for new volunteers, make sure they know when and where to meet for the session. The relevant association representative is to meet with them and introduce them to the other members. The volunteer will need to feel welcome from the beginning. If not, they may choose not to come back. Volunteers are to have access to advice and any other necessary association information.

Upon orientation, volunteers should:

- Be familiar with the association.
- Understand their role in the association.
- Be aware of their rights and responsibilities.
- Be made to feel welcome and needed.

Training for volunteers

Training is an essential part of any organisation if it is to perform efficiently and effectively. This is no different for an Athletics Association. The quality and availability of training can be directly linked to volunteer retention. Training is a key factor in any club or organisation's environment. It is generally linked to job satisfaction and will therefore influence volunteer retention. Volunteers are likely to find their job easier if adequate training is provided. Remember that one of the reasons people volunteer is to gain new skills and experience. A training plan for the association is essential if it is to function effectively. A question that you might ask is "where can we find training?", or "what sort of training is available for our volunteers?"

There are many training methods that the association can use to educate volunteers in their role within the organisation. These include:

- Mentoring.
- Workshops.
- Training manuals – such as the club management program.
- Guest speakers.
- Role plays.
- Demonstrations.
- Small group exercises.
- Courses.
- Training videos.
- Internet-based learning





Many local organisations offer a variety of training programs, and our volunteers should be encouraged and supported to take up as many opportunities as possible. A good place to start is by contacting your local council.

When looking around for relevant training courses and information for volunteers, consider the following ideas: Explore our members – you may have highly skilled members who can help train others. Look at the training offered by other local organisations, such as local councils, sport and recreation organizations and community centres.

Join with other associations to plan a training event. Encourage members to grasp any occupational training offered to them. Try approaching local training organisations for sponsored places on courses. Contact national/state sporting organisations such as the Australian Sports Commission, which provides training programs and/or manuals for training coaches, officials and administrators.

Recognising and Rewarding Volunteers

Recognising and rewarding volunteers is essential if they are to stay involved in our association. The act of recognising and rewarding volunteers will ensure that their efforts will not go unnoticed. Volunteers' motivation for continuing their involvement depends on their feeling of value and accomplishment.

So how does the association go about finding ways to recognise their volunteers? Ask them! By involving volunteers in programs, they are given some ownership in the process. For some, simply being asked for input is recognition.

Volunteer recognition should be:

- Immediate – recognise efforts as soon as possible.
- Specific – give personal recognition rather than general if possible.
- Consistent – recognise everyone's achievements and avoid favouritism.
- Sincere – mean what you say, be genuine.
- Enthusiastic – be positive and upbeat.



When recognising and rewarding volunteers, the association must remember to consider the differences in individual needs and benefits that are sought by volunteers. Some volunteers seek opportunities for public recognition and praise, however others may feel uncomfortable under such circumstances. It will mean more to each volunteer if to be personally recognised for their efforts, rather than just treating everyone in the same manner.

All volunteers should feel that the amount of effort they put into the association is equal to the amount of recognition that they receive. A feeling of unfairness may arise if volunteers feel that there is no significant recognition system in place. These problems may be compounded when a volunteer feels as though other volunteers who have put in less effort are rewarded equally. Recognition and reward programs do not need to be complex to establish or manage. They are an essential part of ensuring everyone feels valued for their efforts and, as a result, volunteers will be more inclined to contribute their time again.

There are many ways that our association can recognise volunteers. Consider the following ideas:

- Special awards for volunteers
- volunteer of the month and of the year – presented at monthly meetings and the AGM.
- Articles on individual volunteers published in the association newsletter.
- Articles in the local paper.
- Providing volunteers with identification badges, pins, caps and T-shirts.
- Get volunteers to train other volunteers.
- Get teams to write thank-you notes to every volunteer.
- Award life membership to exceptional volunteers.
- Nominate volunteers for local and state awards, e.g. Volunteer of the Year.
- Hold social events at the beginning and end of each season for all volunteers.
- Name an event or a new facility/building after a volunteer.
- Reimburse volunteers for all 'out of pocket' expenses.
- Provide recognition certificates to every volunteer.
- Acknowledge volunteers at all association meetings.
- Provide letters of reference to volunteers.
- Send birthday cards to volunteers or get-well cards when they are sick.
- Hold a lunch or breakfast to formally recognise the efforts of every volunteer.
- Participate in the ASC's Thanks Coach or Thanks Official Programs (adapt to other administrative positions around club).



- Participate in the Volunteer Recognition Program. Reduce association membership fees for volunteers, depending on their level of involvement.
- Pay for any coach/officials/administration courses, providing that in return, coaches, officials and other volunteers make a commitment to the association.
- Recognise long service to the club by awarding volunteers with life membership.
- Thank-you letters from the executive committee.

2001 was the International Year of the Volunteer. The Volunteer Recognition Program recognises the importance and valuable contribution of volunteers to community clubs and the association. Clubs which take advantage of this service will automatically receive Recognition Certificates for volunteers who reach key milestones at:

- 1 year service
- 5 years
- 10 years
- 15 years
- 25 years

Version	Created by	Approved by	Date	Review date
1.0	ANQ	J. Minehane Operations Manager	October 2014	October 2016