



# Volunteer Program

## **TABLE OF CONTENTS**

- 1. VOLUNTEERS**
- 2. APPOINTING A VOLUNTEER CO-ORDINATOR**
- 3. RESPONSIBILITIES**
- 4. RECRUITMENT**
- 5. SELECTION AND SCREENING**
- 6. ORIENTATION**
- 7. RECOGNITION**
- 8. EDUCATION AND DEVELOPMENT OPPORTUNITIES**
- 9. SUCCESSION PLANNING**
- 10. APPENDIX**

## Volunteers

Volunteers, in every capacity, are the lifeblood of sports, and again netball is no exception. The Metro Jets Netball Club values the hard work, commitment and dedication of our volunteers and we believe that they should never be undervalued or taken for granted. As per Netball SA volunteer guidelines:

Volunteers are defined as persons who:

- Undertake activities without monetary reward.
- Undertake activities of their own free will.
- Undertake activities of benefit to the club and or association.

The Club/Associations responsibilities to volunteers:

- Recognise the different roles, rights and responsibilities of volunteers.
- Create a climate of mutual respect.
- Provide a safe work environment.
- Provide sufficient induction and training if required.
- Provide a volunteer coordinator.

Responsibilities of volunteers:

- Understand and acknowledge the club/associations policies and guidelines.
- Participate in the appropriate induction and training if required.
- Operate under the direction and supervision of the club/associations Volunteer Coordinator.
- Notify of any potential hazardous situation to themselves or others.
- Report any injury to themselves or others.

The majority of the work undertaken to maintain the successful running of the MJNC is facilitated by volunteers and these roles include such things as coaching, committee positions, fundraising and also includes the parents and/or caregivers of the players each week, who officiate the games by scoring or timing.

### Appointing a Volunteer Co-ordinator

The MJNC recognises the enormity of these functions so to manage the volunteers successfully, a Volunteer Co-ordinator is appointed within the club. The duties of the Volunteer co-ordinator within our club are:

1. Ascertain roles that need to be fulfilled and how many volunteers are required.
2. Develop Position Descriptions for each role
3. Planning: process required to recruit new volunteers
4. Help and support new volunteers
5. Organise selection and screening procedure: working closely with the coach co-ordinator and the umpire co-ordinator to ensure they are accredited and have the proper police screening undertaken.
6. Assist co-ordinators in arranging training and educational opportunities
7. Assist co-ordinators in screening processes required.
8. Develop policies and procedures for volunteers
9. Manage Volunteer database and records
10. Rewarding volunteers and ensuring any out of pocket expenses are reimbursed
11. Plan for volunteer retention and replacement.

The Metro Jets Netball Club is committed to growing our volunteer base through a dedicated Volunteer Management process as outlined below:

### Recruitment

The MJNC uses several avenues of recruiting its volunteers including promoting our club's need for volunteers via:

- Word of mouth - this is one of the most proven sources of gaining volunteers within our club.
- Self-Promotion via social media outlets such as the Metro Jets Facebook page and Website has also proven to attract potential volunteers.
- MJNC membership database. We have a comprehensive contact list of both the registered members and their families and this allows for mass communication to this contact list, for example; making it easy to promote a vacant volunteer position via email.

### Selection and screening

The MJNC takes every precaution when selecting volunteers to ensure the safety of all parties within the club environment. The steps to screening potential volunteers may include one or more of the following requirements for the applicant to be accepted:

- A Working with Children Check (WWCC) or Volunteer National Police Check. The Metro Jets Netball Club adheres to the Childsafe environment policy and Member Protection Policy affiliated with Netball SA and we also have risk management strategies in place to ensure the selection of only the most appropriate and suitable volunteers.
- Interviewing potential volunteers for a position is an important part of the Metro Jets Netball Club selection process. Interviewing gives the potential volunteer an opportunity to discuss our club, the position and what will be expected of them. In return, it gives MJNC the opportunity to find out information about the potential volunteer, helping us to determine their suitability for the position.
- Proof of identity to confirm a volunteer's identity, sight original documentary evidence such as a birth certificate, current passport or driver's licence. The Metro Jets Netball Club may require at least two documents should be sighted and crosschecked.
- Positions that require a qualification should have the original documents sighted and copies kept where appropriate. For example, a volunteer Sports Trainer must present their Sports Medicine Australia Level 1 Sports Trainer Qualification. Umpiring and coaching accreditations can be checked with Netball SA.
- Depending upon the position, references from previous tenancies may be required. Through identifying the level of trust required of a position and asking specific questions of the referees, the applicant's suitability may be easier to determine.

The selection Process will consist of the vacant position being advertised and applicants will then be required to complete an application form which is to be submitted to the screening panel. (see Appendix 1). The screening panel will consist of up to 3 members and will be headed by the Volunteer Co-ordinator. The applicant will also be asked to complete some questions and also will be given the opportunity through discussion to learn about the role and all of its requirements. (see Appendix 2.)

The aim of the selection process is to:

1. Ensure that we get the right person with the right skills and experience for the position required.
2. Show transparency within the MJNC and as a training tool
3. Ensure that multiple candidates receive a fair and equitable chance at acquiring the role
4. Confirm that the successful applicant was chosen based on the selection criteria
5. Correctly match the successful applicant to the position requirements rather than by his/her personality or willingness to do the job
6. Provides a risk management strategy
7. Ensures consistency within the MJNC

### Orientation:

The MJNC volunteer orientation welcomes our new volunteers to our club and provides them with information about the duties they will be required to fulfil and how they are expected to fulfil them. The thought process with our volunteer orientation program is to reduce stress on the new volunteers, making them feel welcome at Metro Jets Netball Club and hopefully reducing the likelihood of turnover. This process introduces the volunteer to the key people at Metro Jets and provides them with the opportunity to ask questions about their role and responsibilities as a volunteer.

The development of an orientation program at MJNC will help ensure that all important information is shared with the new volunteer and it is the role of our Volunteer Co-ordinator to ensure that a new volunteer's orientation is delivered in a timely manner.

An informal session or meeting is the most effective way of inducting new volunteers into our club and we aim to have this meeting take place as soon as possible once the volunteer is recruited. Throughout the session various members of the MJNC will give volunteers a good understanding of our club values, its direction and mission.

The orientation session may also include the following key information:

- The role and history of the Association or Club
- The Volunteer's Rights and Responsibilities
- The volunteer's duties, including any training requirements
- The Association or Club's volunteer Reimbursement Procedure
- A copy of relevant policies and procedures
- Introduction to Association or Club personnel and other volunteers

To ensure that each of our new MJNC volunteers has been provided with an orientation, we complete a Volunteer Orientation Checklist to formalise any agreements.

### Recognition:

Our club volunteers are wonderful people. By celebrating the efforts of volunteers we create opportunities to raise awareness about the vital contribution they have made and continue to make within our netball community. Our volunteers do not expect a lot of praise or to be showered with gifts but they appreciate it when they do get some thanks and their efforts are recognised.

The Metro Jets Netball Club recognises its volunteers both formally and informally on a regular basis to ensure that these volunteers understand how valuable their efforts are within the functions of running our netball club.

Informally, we recognise our people every day by thanking them and verbally telling them how well they are doing and how much we appreciate their hard work.

Formally, some recognition initiatives already in place in the Metro Jets Netball Club community include:

- MJNC Volunteer and Official's Dinner
- MJNC Volunteer's Service Awards
- MJNC Life Memberships for outstanding volunteer effort
- MJNC Official of the Year
- MJNC Coach of the Year
- Appreciation Certificates to all coaches
- MJNC Volunteer of the Year
- (see Appendix 3)

We also take the time to recognise our volunteers at all of our club functions including at Presentations and also at Committee meetings. Our Volunteers are also acknowledged on our website and on our Facebook page.

## Education and development

The Metro Jets Netball Club recognises that it takes many people performing many functions in order to run a successful netball club and with this we also understand that there are opportunities for volunteers to have a broad range of skills in case someone suddenly leaves and a position becomes vacated. With this in mind the MJNC has put forth a system at which there is at least one back up for each volunteer position.

The MJNC is also building a club mentoring program in areas within our coaching, umpiring and committee spectrum with the aim of providing development in all areas of our club for our junior people as well as continuously refreshing strategies for our existing members and volunteers. This enables us to keep our strong club foundations while enabling new and fresh ideas to keep generating within our netball community.

## Succession Planning

The Metro Jets Netball Club is committed to continuous development and growth within the netball community and we have a duty to improve and evolve with each new season.

In order to do this successfully, we have put in place processes and policies that enable us to run smoothly as a business so that we can focus on the development and enjoyment of player netball.

These processes and policies provide the backbone to our club structure and we rely on them to ensure that we have the right people volunteering within our club.

The MJNC understands that as our club grows, we need to revisit these processes and policies to keep abreast of change and to ensure that we are business compliant as well as providing the best netball opportunities for our members.

## References:

The Metro Jets Netball Club is an affiliated club associated with Netball SA and adhere to all guidelines and procedures set out in the Netball SA and Netball Australia Volunteers Policy