



Managing Volunteers

Why do people volunteer?

A volunteer is someone who donates their time to the club without expectation of a payment. Volunteers come from all age groups, educational backgrounds, income levels, genders, and types of employment. People become volunteers for a variety of reasons. Basic motivations include:

- helping others
- having an interest in the sport or activity
- wanting to learn and gain experience
- having a lot of free time
- being devoted to the cause
- knowing someone who is involved
- supporting children and family members
- past or retired boccia players

Click [here](#) for your local volunteer centre.

Why manage volunteers?

Different things motivate volunteers and they may require different treatment. That's why it's a good idea for clubs to have a way of managing their volunteers. Good volunteer management creates a win-win situation for the volunteer and the club.

Click [here](#) for a volunteer management guide.

The benefits of managing volunteers

Boccia relies heavily on volunteers so it is important those volunteers take an active interest in the future of the sport, their club and their specific roles within it. Volunteers who feel that they have made a worthwhile contribution to their club or organisation, have been appropriately rewarded and recognised, and feel respected are more likely to contribute to not only that club but the sport again.

It is important that volunteers feel valued and part of the club – small things such as a free volunteer t-shirt, recognition of roles and responsibility, meals and refreshments provided and acknowledgement before and after events are just some of the ways to appreciate your volunteers.

Click [here](#) for the steps to managing volunteers.

Steps to managing volunteers:

Step 1: Appoint a volunteer coordinator

The Volunteer Coordinator's role is to:

- Liaise with members of your club
- Determine where volunteers are needed
- Write job descriptions
- Assign specific tasks to volunteers
- Regularly communicate with volunteers
- Motivate volunteers
- Develop a volunteer succession plan
- Organise reference checks (where applicable)

Step 2: Identify volunteer requirements

The starting point for your volunteer coordinator should be to identify the volunteer requirements for your club. To this this you should ask the following:

- How many volunteers are needed?
- To do what?
- When?
- For how long?
- What sort of people do we want in these roles?
- What responsibility will each type of volunteer have?
- Who will each volunteer report to?
- What will be done so new volunteers feel welcome?
- What support is available for volunteers?
- Can experienced volunteers mentor new volunteers?

Step 3: Recruitment

If a volunteer feels like they are getting something back from their experience, they will be more likely to stay with your club and offer their services again in the future.

Things you can do to promote your volunteer offer:

- List details on your website, social media, and local noticeboards
- Promote opportunities via community newspapers, radio and television
- Target secondary and tertiary students of physical education and sport studies – they are often keen for experience and are sometimes required to volunteer as part of their courses
- Organise a 'bring a friend' day where members bring along a family member, friend or significant other
- Link with your nearest regional [volunteering agency](#)
- Attend local community events and expos
- Ask people to volunteer – it might sound simply but studies have shown that simply asking people is an effective way of finding volunteers.

Click [here](#) for a sample volunteer recruitment poster. Be sure to highlight what you can offer the prospective volunteer!

Click [here](#) for more information about recruiting volunteers.

Step 4: Training and support

Have the volunteer coordinator welcome the volunteer to your club and provide a welcome pack so they feel like they belong as quickly as possible.

Click [here](#) for a volunteer welcome pack.

Step 5: Reward and recognition

All volunteers should have their services formally recognised at least once a year, including Management Committee members.

This could include:

- Awards / prizes
- A thank you card
- Vouchers
- A trophy
- Special event
- Uniform

A number of volunteer award schemes are also in place to recognise volunteers via the Regional Sports Trusts.

Click [here](#) to thank someone as a Lotto Volunteers Sport Maker.

Step 6: Review

It is important to regularly evaluate your clubs volunteer management systems and how your volunteers have found the whole experience. Getting feedback from the volunteers is a great way to analyse this and helps improve the process.

Click [here](#) for the volunteer feedback form.

Should a volunteer leave, make sure that the incoming person to the role is provided with all the necessary information and resources to easily take over the role.

Volunteer Handover Checklist

Have you	Yes / No
Explained role, tasks and responsibilities to new volunteer?	
Given new volunteer welcome pack?	
Provided new volunteer with all relevant paperwork or access to files?	
Minutes from last 3 meetings	
Latest AGM minutes and annual reports (if applicable)	
Membership database	
Latest financial report and funding application history	
Club plans	
Volunteer policies	
Constitution	
Code of conduct	
Added new volunteer as a signatory on the club's bank accounts? Removed the old ones?	
Updated contact details with relevant organisations and contacts?	
Updated website and social media accounts?	
Handed over any equipment?	
Communicated changes to members?	
Thanked new volunteer for their time and service?	