



BOX HILL ATHLETIC CLUB INC.
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VOLUNTEER MANAGEMENT PLAN

Purpose

The purpose of this Volunteer Management Plan is to provide policy-based guidelines and methods for the effective management of the Box Hill Athletic Club.

Structure

This Volunteer Management Plan analyses the volunteer management practices of Box Hill Athletic Club to determine volunteering issues currently facing the organisation.

The plan presents strategies for recruiting volunteers, appropriately selecting volunteers for particular jobs, providing training plus the orientation and induction of volunteers.

Strategies for rewarding and recognising the contributions of volunteers within the club are identified.

Implementation

The implementation of this plan should involve annual reviews. These reviews should involve the club's volunteers.

This plan should be tabled regularly at Management Committee meetings to ensure that it is implemented throughout the season.

Volunteer Management System

Box Hill Athletic Club will ensure that volunteers are managed within a defined system by capable personnel with the authority and resources to achieve desired outcomes.

Volunteer Co-Ordinator

- Develop and maintain volunteer operational policies and procedures.
- Assign responsibility and resources to manage volunteers.

Volunteer Co-Ordinator and/or Assistants

- Recruit, appoint and induct new volunteers.
- Monitor the work and workplace of volunteers.
- Train, develop and recognise volunteers.
- Develop and maintain volunteer documents and records.

Volunteer

- Undertake work as outlined in position description.
- Contribute to evaluation of the club and its activities.

Planning

Box Hill Athletic Club will appoint a committee member to role of Volunteer Co-Ordinator. The club has developed a Volunteer Management System which includes appropriate contacts and support for volunteers.

Box Hill Athletic Club has completed position descriptions for key volunteer positions in the Club. The club has put together a Volunteer Handbook ready for use during the volunteer recruitment phase.

Box Hill Athletic Club have completed the necessary Working with Children Checks for all applicable positions, and also maintains a register of volunteer Working with Children Check details.

Recruitment

Box Hill Athletic Club will obtain its volunteers from varied sources. They may be members, parents of members, past members, friends or relatives of current members, people with an interest in the sport of athletics, and people from the local community.

When recruiting volunteers, Box Hill Athletic Club will ensure it sells itself to potential helpers by talking about the benefits of being associated with the Club. We have identified the following as benefits for potential volunteers:

- Satisfaction of helping a not for profit organisation.
- Opportunities to gain experience in a sport based organisation for those looking at a career in sport & recreation.
- The ability to work with and for people of various ages.
- A friendly environment to socialise and meet new people.

Box Hill Athletic Club recognises that finding volunteers takes an investment of time and effort from existing volunteers. In identifying the methods most suitable for finding volunteers, the club will be investigating and pursuing the following recruitment strategies:

- Engagement with family members of new and existing members.
- Advertising volunteer opportunities on the City of Whitehorse volunteer-matcher websites.

Orientation

Box Hill Athletic Club understands the significance of inducting each of its new volunteers to ensure volunteers feel comfortable and supported both upon induction and as they settle into the role. Some of the topics which are to be communicated to new recruits during orientation are:

- The Club's Member Protection Policies
- Requirement for having a Working With Children Check
- Information about the Club's facilities at Hagenauer Reserve in Box Hill.

- Opportunities for education, and the commitment required of the volunteer for Box Hill Athletic Club to cover the cost of that education.

Training & Development

Box Hill Athletic Club recognises the importance of providing its volunteers with additional training to educate and prepare them for their role. This will also be implemented with existing volunteers taking up a new role within the Club. Box Hill Athletic Club identify the following as beneficial training methods for incoming volunteers:

- Mentoring by an existing volunteer carrying out the same or a similar role.
- Education sessions or seminars run by Athletics Australia, Athletics Victoria or other appropriate organisations.

Appraisal

Box Hill Athletic Club is committed to ensuring volunteers understand how their performance has compared to the needs or expectations of the Club. Box Hill Athletic Club will analyse what was successful and what wasn't by asking questions such as:

- Did the volunteer complete tasks as per their job description?
- Was the job description accurate and reflective of the tasks actually required?

Box Hill Athletic Club proposes that the Volunteer Co-Ordinator will conduct the appraisal process with assistance from the President. Box Hill Athletic Club endeavours to complete this process in May each year.

Rewards & Recognition

Box Hill Athletic Club will recognise and reward its volunteers and provide benefits to the individual. We hope this will result in continued improved performance and an increase in retention for our volunteer base. Box Hill Athletic Club also recognises the importance of delivering consistent messages to its volunteers and understands this process is ongoing, not just at the end of the season. Rewarding volunteers should stem from genuinely valuing their efforts and commitment. Volunteer reward and recognition initiatives identified by the Box Hill Athletic Club include:

- Recognition on the club website and through the club's social media.
- The awarding of gift vouchers.
- Nomination for City of Whitehorse volunteer awards.

Retention or Replacement

Box Hill Athletic Club will include processes for obtaining feedback from its volunteers which will be centred on Box Hill Athletic Club's Volunteer Management System. Box Hill Athletic Club will use the information obtained through these processes so that it can improve its policies and procedures. Box Hill Athletic Club acknowledges that if there is a high turnover of volunteers, this Volunteer Management Plan may need adjusting – or perhaps its implementation needs to be reviewed. The club is committed to improving this Volunteer Management Plan on an on-going basis.

Box Hill Athletic Club will use the following ideas to assist in the retention of its volunteers:

- At least once each year, obtain feedback from volunteers via email or a survey about their experience as a volunteer.
- Ask volunteers whether they believe they could benefit from additional training or education.
- When a volunteer ceases their role with the club, we will make contact to ensure that the reason for them ending their involvement are fully understood and where necessary acted upon.