



Northern Sydney and Beaches Hockey Association

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Volunteer Management Plan

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Rev	Description	Date	NSBHA		
			By	Check	Approved
A	DRAFT	28/11/2016	DJ		
B	FINAL	23/5/2017	DJ	Committee	Committee



1 Volunteer Management Plan

Volunteers are the lifeblood of hockey. They are the source of energy, effort and ideas that enables our great sport to function and thrive.

Building and maintaining a strong pipeline of volunteer support for NSBHA is therefore critical to sustainable success in pursuit of our objectives and member interests.

This document sets out the approach adopted by NSBHA to encourage, develop and reward those individuals who offer their valuable voluntary services for NSBHA operations and its other objectives.



2 NSBHA: Volunteer Management Action Plan

Checklist	Strategy or Action	Timeline	Action Officer
RECRUITMENT			
Source ideas to conduct volunteer recruitment within the local community	Develop a set of actions around recruitment, spanning a specific timeframe, and identify useful ways to integrate within the community and promote the organisation's volunteer roles.	Ongoing	ALL
Protect against perceptions of conflicted interest, in the knowledge that using parents and partners is critical to NSBHA programs,	Independent selectors. Parents removed from selection decisions regarding their children. Address the general issue proactively via website and rep communications.	Ongoing By end Q3 2017	SP DJ & SP
Have clearly defined opportunities for volunteer involvement in the organisation	Assess the organisation's capacity and identify where volunteer roles are required, both long term and short term (ad hoc) volunteers. Tailor recruitment needs on the basis of the assessment. Coaching and umpiring initiatives of vital importance to build capability.	Ongoing	DJ
Identify creative ways to attract volunteers	Research ways in which other organisations of a similar nature attract volunteers. Focus specifically on promotional tools which attract the age and gender which is required.	Ongoing	DJ
SELECTION AND SCREENING			
Ensure an appropriate screening process is conducted	Develop a process whereby an NSBHA official is present to interview the new volunteers to ensure the volunteer is appropriate for the role. Make use of referrals and check references diligently.	Ongoing	SP



Working with Children Checks	Coaching staff are required to have undergone a satisfactory check via the NSW Working with Children process. Rep Convenor or their delegate to check certification as part of coach selection.	Ongoing	SP
Coaching Accreditation	NSBHA strongly prefers coaching staff, irrespective of their level of experience, to have undergone standard Hockey Australia and Australian Sports Commission training and accreditation for hockey coaches. Target is Level 1 or higher for all coaches, therein providing reasonable assurance of required standards in managing others, managing self and member protection. Rep Convenor or their delegate to check for coaching accreditation as part of coach selection.	Ongoing	SP & DJ
INDUCTION			
Job descriptions	Ensure the volunteer roles have a position description outlining the roles and responsibilities of the volunteer. These may be required for the President, Vice President, Secretary, Treasurer and Coaches.	By end Q4 2017	DJ, CC & SP
Induction information	Develop a tool kit listing the required information necessary for the volunteer to undertake their roles and responsibilities.	Ongoing	SP
Collate contact details of club members	Develop a process to collate and update volunteer membership details. This can include a brief profile of the volunteer.	By end Q4 2017	DJ
TRAINING AND DEVELOPMENT			
List training opportunities for volunteers	Identify and list appropriate and relevant training and development opportunities for volunteers. Consider shadow staff at Opens (for training & development), opportunities at Basil Sellers, etc.	Ongoing	SP & DJ
Identify volunteer career progression opportunities for each volunteer	Profile each volunteer and identify ways in which the organisation can offer internal opportunities for rotation/progression in different positions.	Ongoing	SP & DJ
Conduct regular review of volunteer skills and abilities	Conduct annual reviews of each volunteer to assess skills and, where necessary, provide up-skilling or further training.	Ongoing	SP
RETENTION			



Maintain and sustain community partnerships	Maintain links with community organisations to help source additional resources when required.	Ongoing	DJ
Communicate effectively with volunteers	Provide pathways to communicate information to volunteers. Develop useful tools such as website, newsletter and flyers, and make use of twitter and facebook.	Ongoing	SP
Provide appropriate resources to ensure volunteers can undertake their roles effectively	Review, on a quarterly basis, the organisation's resources and develop a list of new items that are required or those that need updating or replacing. From this develop initiatives such as fundraising or grant applications to source funding.	Ongoing	SP
Conduct exit interviews when a volunteer leaves	Develop a basic exit interview which can be done via email, phone or face to face with volunteers who resign. Monitor and track reasons for volunteer resignations and develop ways to address reoccurring issues.	Ongoing	SP & DJ
RECOGNITION			
Consider a volunteer appreciation ceremony	Discussed at Committee, but agreed not a priority strategy at this time.	Closed	DJ
Understand the motivations around volunteer participation in the organisation	Interview volunteers to determine their motivations for volunteering and use this information in marketing and promotional campaigns	Ongoing	SP
Have a relevant reward and recognition system in place	Assess the current approaches to reward and recognition and research ways to implement an ongoing system	Ongoing	SP & DJ