

Football NSW and its membership involve volunteer participation at all levels of football. It encourages an environment of mutual respect, where staff, administrators, officials and volunteers work towards the aims and objectives of Football NSW.

Definition

A volunteer is an individual who performs an agreed task for no fee.

Recruitment

Volunteering requires a great deal of commitment from both Volunteers and Clubs. Competition to gain volunteers is becoming harder. The recruitment of a volunteer however is at the discretion of the organisation. The following is provided to assist clubs in the recruitment of volunteers.

1. Start by bringing together key members of your club for a brainstorming session prior to commencing recruitment to determine;
 - What could be needed to improve the volunteer experience?
 - What can your club offer volunteers?
 - Consider the role of a volunteer coordinator for your club?
 - Develop a job description for your volunteer position/s.
 - How many volunteers do you need? For how long?
 - What skills do they need?
 - Do you have time to support and train the volunteers?
2. Where might you find Volunteers?
 - Through people you know, like friends and family.
 - People who have retired from employment, local senior citizens.
 - Students in training looking for experience.
 - Ex-team players.
3. How do intend to train your volunteers?
 - Explore whether current members can assist.
 - Explore whether there are organisations in the community who can help for example your local, Local Council, YMCA

Before the commencement of voluntary work a volunteer must:

- a) Complete a registration form, which includes the provision of contact information, age and any relevant personal or health information or details of previous volunteer or work related experience
- b) Complete all requirements in relation to the NSW Working with Children Check or sign a Football NSW Member Protection Declaration form. (All clubs must hold on file either a verified WWC Number or a signed MPD form for every worker or volunteer within their organisation who works with children).

Induction and Training

Every volunteer is entitled to an induction. The induction will outline the work of the organisation, a tour of the venue or workplace and introduction to other volunteers. The volunteer will be made familiar with their specific tasks and any training required. Volunteers will be provided opportunity to ask questions and seek further information or training on any task as requested.

Responsibilities

The volunteer:

1. Agrees to be punctual and will notify their club if they are unable to attend
2. Will undertake the tasks as agreed with the volunteer coordinator or other representative.
3. Will conduct him/herself in accordance with the organisation's policies and procedures.
4. Will undertake training and evaluation as required.
5. Follow the organisation's guidelines for risk management.

The Organisation

The club recognises its responsibilities to volunteers and undertakes to:

1. Provide volunteer tasks that are appropriate to the volunteers' skills, abilities and interests.
2. Provide volunteers with information, supervision and

training in order to perform their task.

3. Provide volunteers with a safe workplace.
4. Provide volunteers with any Personal Protection Equipment (PPE) as may be required to provide a safe workplace as required for Workplace Health and Safety.
5. Provide volunteers with appropriate insurance cover.
6. Reimburse volunteer expenses, other than travel expenses, as may be agreed from time to time.

Retention

Now you have successfully recruited volunteers into your club. The biggest challenge faced by clubs are retaining volunteers.

To successfully retain your volunteers you should consider;

- Why do people volunteer?
- What benefits can you offer potential volunteers?
- Provide opportunities for volunteers to change roles.
- Offer flexible volunteering opportunities to suite people's availability, likes and dislikes.
- Offer opportunities for skill development, i.e. first aid training, injury prevention training, access to coaching courses.

And also remember that volunteers want to feel:

- Welcome
- Part of a Team
- Needed
- Useful
- Appreciated

Reward and Recognition

An important way to encourage your volunteers to remain with your club is to give them adequate recognition. To be effective, recognition should be consistent and ongoing. Volunteers can quickly lose motivation if they feel their work is not valued.

It is important that recognition is given to the volunteer soon after the work is performed, is personal and specific, is consistent, is positive and upbeat, and does not favour certain volunteers.

Tips for Recognising Volunteers

- Adequately train and orientate your volunteers
- Ensure new volunteers are supported
- Enable volunteers to 'grow on the job'
- Include volunteers in special events
- Recommend volunteers to prospective employers
- Celebrate achievements and effort
- Allocate noticeboard space to acknowledge volunteer achievement
- Organise awards with certificates, plaques or medals
- Offer personal praise to volunteers
- Write letters and postcards of thanks
- Acknowledge volunteers in club newsletters
- Present volunteer awards at presentation nights or annual general meetings
- Provide complimentary tickets to special events and functions
- Arrange discounts with businesses or sponsors for volunteers
- Reimburse out-of-pocket expenses
- Farewell people when they move out of the area
- Present awards for years of service.

Acknowledgements

NSW Volunteering, Centre for Volunteering, Australian Sports Commission