

FACT SHEET

Volunteer Management

Introduction

Volunteer numbers are getting harder and harder to attract, this can be attributed to multiple causes, but the bottom line is many clubs are struggling to attract sufficient volunteers for the running of their operations. This places more pressure on fewer and fewer people increasing the chance of burn out and loss of irreplaceable members.

Why can't I find volunteers?

What stands in the way of a person volunteering for a club? Some are unable to make the time commitment, some are unsure of what volunteering would involve, others just simply have not been asked.

Evidence suggests that just advertising in the newsletter is not going to attract volunteers, that group's need a targeted approach when searching for potential volunteers. To do this clubs need to understand what it is they have at their disposal, your members are your greatest asset, and within them you will find all sorts of knowledge, skills and experience that can only be of benefit to your group going forward.

Like any position there needs to be a clear outline of the responsibilities and requirements of the role, just telling people "they'll figure it out" is going to place a lot of undue pressure on the very people you are trying to attract and retain.

This is why the role descriptions are so important for attracting volunteers, by outlining specific the duties of each position it gives potential volunteers an understanding of their role as well as rough outline on how much of a time commitment each position is.

One of the most essential positions outside of the executive committee which mandated through legislation, is the volunteer coordinator. The volunteer coordinator should, with the help of the executive be across the needs of the group and have a database of potential volunteers that are suitable for each role.

The organisation should, when having members sign on ask specific questions about the skills that people within the group may have, or any experience they might have in running not-for-profit organisations.

How do I find volunteers?

Your volunteers are coming from two sources, internally and externally. Your internal volunteers are those who are connected to the organisation while external volunteers are community minded people who are just looking for a way to give back. The trick is to engage both types to get a maximum amount of experience and talent into your organisation.

FNQ Volunteers is an avenue that groups can use. FNQ Volunteers is a not-for-profit that will actively canvas and seek out volunteers on your behalf.



Through the Go Clubs program, groups can access a volunteer management plan and suitable position descriptions to develop your recruitment process.

Preparing your Volunteer Management Plan?

Your volunteer management plan does not need to be a large and complex document; in fact, it should be relatively straightforward.

To initiate a successful Volunteer Management Plan an organisation needs to understand its basic volunteer requirements. This comes down to two questions:

1. What needs to be done to have the organisation run successfully?
2. How many people do we need to fulfil these tasks?

To ensure the smooth running of the organisation, it is recommended that all volunteers be centrally managed by a Volunteer Coordinator.

The Volunteer Coordinator is an important position and to a certain extent oversees the day to day. Whoever takes on this role will need to be supported and empowered by the committee to enable them to be able to successfully manage the volunteer workforce.

Some examples of what a Volunteer Coordinator would be responsible for includes:

- Ensuring Blue Cards are current
- Rostering schedules
- Recruitment
- Volunteer databases
- Quality control

Ideally your Volunteer Coordinator has management qualities and is a good and communicator. Remember volunteers are not paid so many will not contribute anytime if they feel undervalued.

You can get more information on what makes a good Volunteer Coordinator in the Position Descriptions Templates available through the Go Clubs website.

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