Thank you for taking on the role as Volunteer Co-ordinator. Volunteer Co-ordinators are crucial to the smooth running of a volunteer program, whether it is for a year or just for a day. Having a dedicated person as a point of contact for volunteers will greatly benefit not only your volunteers but also your club or event.

This document is to assist you in the training and management of your volunteer/s.   
Use this to conduct briefings and training and ensure your volunteer/s have been provided with all the necessary information for them to fulfill their role.

Depending on the volunteer role, you may be conducting group inductions/briefings or they may be one-on-one.  
  
Most importantly, do not assume everyone will immediately know what they are meant to do. We are trying to encourage new volunteers to be involved and in order to ensure they receive all the necessary information in line with our procedures, the briefing is a crucial part of their training.

NB that volunteers will have different learning needs so the induction and briefing may need to be conducted across a number of initial visits.

**Prior to first meeting**

|  |  |  |
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|  | The new volunteer has: |  |
|  | *Been contacted with details of the next meeting* |  |
|  | *Been provided with an induction pack including past minutes and the next agenda.* |  |
|  | *Been introduced to other Volunteer Committee Members* |  |
|  | *Met with the Treasurer for an overview of the financials and the budget* |  |
|  | Contact details and a photo of the incoming Committee Member(s) have been taken and placed on the notice board / website to introduce to members |  |
|  | The new volunteer has been provided with: |  |
|  | *Committee Charter* |  |
|  | *Committee Code of Conduct* |  |
|  | *Club constitution* |  |
|  | *Club By-laws* |  |
|  | *Club Adopted Policies and/or Procedures* |  |
|  | *Strategic Plan & any current Business Plan* |  |
|  | *Annual Report* |  |
|  | *Current Financial Year Budget* |  |
|  | *Committee Minutes (last two meetings)* |  |
|  | *Organizational Chart* |  |
|  | *Position description for their position and other committee positions* |  |
|  | The new volunteer has been provided with: |  |
|  | *A Volunteer Information Booklet* |  |
|  | *Volunteer Management Toolkit* |  |
|  | The new volunteer has been given details of: |  |
|  | *Where to access and view Volunteer Induction video* |  |
|  | *Where to access Volunteer Resources and Tools (on-line)* |  |
|  | *Where to access Policies and Procedures (on-line)* |  |

**At first meeting**

|  |  |  |
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| 1 | The new volunteer has been welcomed as a volunteer and thanked for their time (in advance) |  |
|  | The new volunteer has been shown around the facility: Introduced to committee members and other people around the club/event |  |
|  | The new volunteer is shown around the facility: |  |
|  | *The amenities* |  |
|  | *Where to secure valuables (if applicable)* |  |
|  | *The tea room (how to access water, tea and coffee)* |  |
|  | *Where equipment and supplies are kept (if applicable)* |  |
|  | *Shown how to access keys (if applicable)* |  |
|  | *Shown where the telephone is located* |  |
|  | *Shown where first aid equipment is located* |  |
|  | The volunteer has had the role, purpose and values of the club/event explained and has been provided with relevant newsletters, minutes of meetings, details of website |  |
|  | The volunteer has been shown: |  |
|  | *Specific work space, areas e.g. if working in the canteen (if applicable)* |  |
|  | *Parking* |  |
|  | *Where the OH&S Board is located* |  |
|  | The new volunteer has had the club expectations explained and what they should be able to expect from others in the club: |  |
|  | *Gone through Codes of Conduct* |  |
|  | *Taken through the Volunteer Handbook* |  |
|  | *Confidentiality, how volunteer privacy is maintained* |  |
|  | *Grievance procedures* |  |
|  | *Evacuation procedures* |  |
|  | *Given a run-down of club contacts and what various people do* |  |
|  | The volunteer has been: |  |
|  | *Introduced to each committee member and explained their role* |  |
|  | *Given the dates, times and location for all committee meetings* |  |
|  | *Explained their role on the committee* |  |
|  | The new Volunteer has filled in a Registration Form and provided emergency contact details |  |
|  | The new volunteer is set to go! |  |

Remember that volunteer management is ongoing. Be sure to:

* Check in with the volunteer during the year
* Ensure they have everything they need for their role
* Recognise them when they have achieved a milestone or highlight
* Thank them for their time and commitment as a volunteer