Thank you for taking on the role as Volunteer Co-ordinator. Volunteer Co-ordinators are crucial in 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 the day.

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 Event**

|  |  |  |
| --- | --- | --- |
|  | The new volunteer has been thanked for their time and interest in volunteering. |  |
|  | The new volunteer has been sent details prior to the event confirming: |  |
|  | *Details of their roster* |  |
|  | *Details of their role* |  |
|  | *Details regarding their uniform (if applicable) and what to wear* |  |
|  | *Parking arrangements* |  |
|  | *Meal arrangements* |  |
|  | *Details of briefings* |  |
|  | *Their Team Leader contact (for any shift changes)* |  |
|  | *Website or social media sites of the event (to keep up to date)* |  |
|  | *Weather forecast* |  |
|  | *Any equipment they need to bring such as folding chairs* |  |
|  | *Radio protocols* |  |
|  | The new volunteer has been provided with: |  |
|  | *A Volunteer Information Booklet* |  |
|  | *Code of Conduct* |  |
|  | *Volunteer Management Toolkit (if applicable)* |  |
|  | 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 Event**

|  |  |  |
| --- | --- | --- |
| 1 | The new volunteer has been welcomed as a volunteer and thanked for their time (in advance) |  |
| 2 | The new volunteer has been shown around the site: Introduced to other event volunteers members and other people around the club/event |  |
|  | The new volunteer is shown around the site: |  |
|  | *The amenities* |  |
|  | *Where to secure valuables (if applicable)* |  |
|  | *The volunteer break 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 new volunteer has been explained: |  |
|  | *Their role and demonstrated their tasks (if applicable)* |  |
|  | *All OH&S safety requirements regarding their role and the event* |  |
|  | *Correct radio protocol* |  |
|  | *When they are to take their breaks or explain that breaks will be scheduled around key competition times* |  |
|  | *They are not to leave their shift without notifying you (if applicable)* |  |
|  | *Where you (Volunteer Manager) will be throughout the shift* |  |
|  | *What they need to do at the end of their shift. Ie. Do they need to return equipment, sign off with you etc* |  |
|  | *Who they need to contact if they have any issues or questions. Ie. Who is their first point of contact while on shift.* |  |
|  | *Protocols for dealing with the media* |  |
|  | *That as volunteers, they are Ambassadors of the event and represent the event at a high standard* |  |
|  | *The new volunteer has been thanked in advance for being part of the team and donating their time!* |  |
|  | The new volunteer has been provided with: |  |
|  | *A copy of the event program* |  |
|  | *A copy of event maps and relevant starting times* |  |
|  | 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:

* Avoid any changes to the rosters less than a week out. As you can appreciate, many volunteers have taken time off work to assist at the event and therefore it is important to value their time and schedules accordingly.
* Ensure your volunteers are designated their appropriate breaks. While they are all very keen to do whatever is needed to help, they will require breaks throughout their shift. Each area’s breaks will be different depending on the role and the competition taking place.
* Check in with volunteers during their shift
* Ensure they have everything they need for their role
* Recognise them when they have achieved a milestone or highlight
* Re-asign them to another role if they are uncomfortable in their role or there is little for them to do. A bored volunteer will become disengaged very quickly and not return.
* Thank them for their time and commitment as a volunteer.
* Ask them for their feedback following the event.
* Thank them for their time through official letters, emails, call outs on facebook etc.
* Keep them up to date with upcoming events.