Cheltenham North Rugby Football Club Ltd

Managing Volunteers Policy/ Job Description

Recruitment

Volunteers may be recruited because of their general interest in voluntary work or from a specific interest in the purpose of our organisation. The key task in recruiting new people is to actively sell the benefits (both to the individual and the organisation) of being a volunteer, stressing how volunteering can make a real and significant difference to our organisation.

Our policy includes:
• A description of the work volunteers actually do;
• What work the organisation as a whole does;
• How a new volunteer can make a significant contribution to the organisation;
• How volunteering can make a difference to the community;
• Benefits of volunteering to the potential volunteer.
• How to find out more and what to do next.

Induction

Once volunteers have been accepted into the organisation, a good way of getting things started is to have an induction session in which volunteers are introduced to the organisation. Induction is a formal opportunity for new volunteers to ask questions about the organisation, clarify their role and find out what is involved. Good induction should help a volunteer feel part of the organisation and develop a sense of commitment to it.

Induction should include an overview of the work of the organisation, provide information about the aims of the project, the work or services involved and an opportunity to meet other paid workers and volunteers. Induction can be organised in a variety of ways, including on a one to one or group basis. Induction on a group basis, if there are enough volunteers and resources to do this, is particularly useful as it enables new volunteers to get to know each other, build a sense of team spirit and develop supportive relationships. An induction pack includes a volunteer policy, volunteer agreement, voluntary work outline, equal opportunities policy, health and safety policy, expenses information, etc.

Training

Volunteers should be provided with all the training they need in order to carry out their role. If the task is quite demanding or specialised then there will be a need to have some specific training sessions before the volunteers can carry out their work. Having clear and simple voluntary work outlines will help in identifying training needs. A training programme can then be produced to develop the skills and qualities that are needed to carry out the work. It will also be helpful to identify any on-going training needs that volunteers may have so that training programmes can be developed to facilitate volunteers progress in the organisation.

Support and Supervision
Regular opportunities for support and supervision are important and can help to identify and even prevent overload and burnout, which often results in them leaving the organisation. Good supervision develops the skills of an individual volunteer and seeks to enhance the quality of service the organisation can offer. It is vital that volunteers are adequately supported in their role and that they are genuinely enabled to deal with the demands of their voluntary work. It is also important that volunteers receive regular feedback on the effectiveness of their work so that any issues can be dealt with as they arise.

The format and regularity of support and supervision will depend on the type of voluntary work people are involved in. This can be provided through a one to one arrangement with a line manager, or a named buddy or mentor who could be a more experienced volunteer, available to discuss work related issues in confidence. Support and supervision could also be provided on a group basis which is often more cost effective. Group supervision also has the additional benefits of enabling volunteers to experience a variety of views on the issues being discussed. It is important that attention is given to having a supportive and safe environment for regular review meetings with volunteers.

Motivation, retention and recognition of volunteers
Once volunteers are working within the organisation it is essential to maintain their motivation and enthusiasm if they are to be retained. Care must be taken to treat volunteers in such a way that they will want to stay with the organisation.

Developing activities that meet volunteers individual needs, provide recognition and appreciation of their work and celebrate a sense of achievement will promote self esteem, strengthen commitment and develop a feeling of belonging and loyalty to the organisation. Some of the issues that need very careful consideration are:

• Regular opportunities to learn new skills;
• Sense of personal achievement and contribution to the work of the organisation;
• Making a difference to other people's lives, the wider community or environment;
• Social needs and making new friends;
• Having access to new and different experiences including other forms of voluntary work
• Volunteer appreciation and thanks.

Designing volunteer roles and flexible systems that address these issues and provide volunteers with good quality induction, training and support is a complex challenge and yet this is the pay back that volunteers increasingly expect from their organisations.

Volunteer Job Description:

Organization

Job Title	As appropriate
Objectives	We are a volunteer organization dedicated to our objectives and supporting our chosen target community
Duties and Responsibilities	As appropriate
Qualifications and Requirements	As appropriate .
Lines of Communication	Volunteer coordinators will provide direction.
Orientation and Training	Practices and orientation sessions will be held throughout the summer.
Times Needed and Place of Work	Weekends during the summer at locations throughout the city.
Commitment Required	Availability all day for at least three weekends from mid-June until the end of August.
Benefits	We will arrange travel and pay for some expenses.
Special Considerations	Must be comfortable with our chosen target customers
Satisfactions	Experience and fun of doing something of real value within the community.
Contact Information	Joe Person Some Organization City/Community, Postal Code Phone Email