



A Positive Volunteering Culture

1. Create a Positive Volunteering Culture

Project	Role	Measurable
Appoint a volunteer coordinator	Junior Committee	Volunteer coordinator appointed
Develop a volunteer register database	Volunteer Coordinator	Volunteer database created
Outline volunteer position descriptions	Volunteer Coordinator	Volunteer position descriptions created
Fill all volunteer roles each season	Volunteer Coordinator	Volunteer roles filled
Recognise and reward all club volunteers	Volunteer Coordinator	High level of satisfaction from volunteers
Subsidise volunteer entry to games	Junior Committee	Volunteer entry to games subsidised
Train and accredit volunteers	Volunteer Coordinator	All volunteers trained and accredited
Partner with JCU and high school students	Volunteer Coordinator	JCU and high school students in volunteer roles
Conduct an annual volunteer induction	Volunteer Coordinator	Volunteer induction completed in the pre-season

Appoint a volunteer coordinator

A volunteer coordinator role is important to ensure all volunteers are being supported, trained and recognised for their vital contributions towards the club. Through having this role, it will demonstrate that the club recognises the importance of volunteers and ensure all volunteers are enjoying what they are doing. It will assist with the smooth running of the club through enhanced communication and delegating a number of responsibilities away from the President, Secretary and Treasurer. An appropriate member of the club committee who has good communication and people skills needs to be appointed to the role of volunteer coordinator

Develop a volunteer register database

To approach people with skills that would suit specific volunteer roles, the club needs to gather information from the parents of junior players when they register, about their job, qualifications, hobbies, skills, aspects of the club they're interested in and what type of volunteer role they would be most comfortable doing. After compiling this information in a spreadsheet, this information can be used to personally approach individuals who may be able to assist with an upcoming project, or with a view of volunteering in a specific role within the club. This spreadsheet register needs to be constantly updated to outline comments of when people were contacted and the result.



Outline volunteer position descriptions

Volunteer position descriptions are essential to outline to prospective volunteers what specific roles entail. They should include the skills required, tasks that need to be completed, time requirements and support available. Position descriptions are also essential for the monitoring and assessing of current volunteers within respective positions, to ensure they are contributing effectively and being supported where required.

Fill all volunteer roles each season

People are willing to volunteer their time, even if they are busy, but the club needs to go about it the right way. Determining which club members have specific skills, qualifications and interests is vital, so the volunteer coordinator can then approach them to discuss helping with a specific role in the club. If the potential volunteer understands what the role incorporates, what the expectations are, have the skills and confidence to carry out the role and are aware of the time requirements, they are likely to assist. If they are simply asked to volunteer, without understanding exactly what and how long for, they are much more likely to say no.

Recognise and reward all club volunteers

Recognising, rewarding and thanking club volunteers is an integral component of maintaining happy and fresh volunteers. All volunteers should be personally thanked regularly. Recognition shouldn't be reserved for extra special achievements, but for volunteers who are simply carrying out their role for the club. Achievements for extra special recognition need to be determined and measurable, so that the club can determine and justify who is recognized.

Subsidise volunteer entry to games

All club coaches, managers, water runners and first aid officers should have their game entry fees subsidized. This is easy to do for home games, however, a system needs to be determined with the Townsville and District Junior Rugby League for entry into their venue.

Train and accredit volunteers

It is essential that the club provides volunteers with training, accreditation and workshops to develop their knowledge and skills. The club needs to identify grants programs to apply for to fund the accreditation courses. Communication networks with training providers need to be developed to receive information of upcoming courses and their requirements.



Partner with JCU and high school students

Valuable skills that can be learnt through volunteering with the club can form a basis for career development of tertiary and high school students. The club needs to liaise with JCU faculties and high schools to determine how volunteering opportunities with the club can link with their curriculum. The club can provide students the opportunity to obtain coaching, managing, first aid officer, officiating or other volunteer accreditations and apply these in a practical situation. Roles could also include graphic design, digital content development, website creation, marketing, journalism, photography, event management, training, rehabilitation and accountancy.

Conduct an annual volunteer induction

It is important that all club volunteers clearly understand the values of the club and the emphasis on creating a fun and supportive atmosphere for players, volunteers and families. An induction for all volunteers needs to be professionally presented, enjoyable and motivational. It must outline all club policies and procedures, expectations, responsibilities, communication processes and how volunteers can access support. Guest speakers or presenters from the club's past or from high level sportspeople can add a different aspect to the induction.

