

The Role of the BJA Volunteer Co-ordinator



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Background to the Role of the Volunteer Co-ordinator

Many clubs will feel they do not have enough volunteers to “spare” one to coordinate all the others. However, clubs with a Volunteer Co-ordinator (VC) now see a great benefit from such an appointment.

Where does the VC fit within the club structure?

As the role of VC’s has evolved, they have supported club volunteers in their development, confirming the need for a dedicated person in the development of the club. Many clubs have appointed someone to the role solely within their junior sections, others have made the holder of the position a permanent member of the club’s committee

Why have a Volunteer Co-ordinator

Some of the benefits of having a VC are:

- An increase in the number of people volunteering/helping out at your club.
- Having someone to act as a representative for volunteers.
- Having a coordinated approach to volunteering, ensuring people’s time and energy is used effectively and work is not duplicated.
- Having a consistent point of contact for volunteers within your club.
- Having clearer communication links within the club.
- Ultimately a stronger and more sustainable club.

Recruiting new Volunteers (Action Planning)

All clubs need more volunteers either to take on new roles or to split the role of a current volunteer. Clubs rarely take a systematic approach to identifying where they have a shortage or how to fill these positions.

The VC, in conjunction with the appropriate coaches or committees, should identify what volunteers are needed for particular roles within the club, recognising that some roles are more difficult to fill than others.

To assist you and your club with the development of a Club Volunteer Plan, please see development plan attached overleaf.

Retaining and Developing your Volunteers

This section will explore different ways of retaining your volunteers. The retention of volunteers is essential to ensure you keep the expertise and knowledge of your workforce in your club.

Getting off to a good start

- A sound induction to volunteers is essential to make them feel part of the club. You may wish to produce a simple, reader friendly information pack to include the following:
- Induction – a copy of their role outline. telephone numbers, expense forms and an overview of the club structure.

Set standards

Most volunteers want to be good at what they do, and perform their role well. They prefer to know from the outset what standards the organisation expects, rather than be told after the event they have done something wrong. The standards you set may include:

- Working relationships with others
- Child protection policies and the clubs good practice guidelines for working with children
- General club policies and procedures
- Training and development needs.
- The extent and limits of their responsibility

Recognising and Rewarding your volunteers

Valuing your volunteers is a critical part of the role of the VC and it should be about different approaches to recognise and reward the commitment volunteers make. Some volunteers like to be publicly recognised for their commitment to the club, others become embarrassed if any public show of appreciation is made. However, in general, volunteers like it to be recognised that they are doing a good job for the club.

The following list may include some of your own ideas or provide you with some thoughts:

- Verbal recognition 'Thank You'
- Thank you letters after an event
- Gift items
- Annual awards
- BJA Annual volunteer awards
- Expenses
- Life membership
- Social events
- Regular features in club newsletters/websites and magazines.

Action Plan for your Role as Volunteer Coordinator

Check against the good practice identified below, and note down any areas requiring attention at your club.

- Definition of volunteer within the club
- Recruiting, supporting and protecting volunteers- including induction packs and role descriptions.
- Appropriate insurance guidelines and cover for volunteers
- Appropriate information on health & safety
- Guidelines on providing training opportunities for volunteers
- Guidance for volunteers on CRB checks
- References to other organisational policies:- equal opportunities, confidentiality, expenses data protection
- The value of volunteer's contributions is recognised both formally and informally.
- The organisation is open to involving volunteers from a wide range of backgrounds and abilities.
- Clear information on the reimbursement of legally allowable expenses

For further information please contact:

Simon Buttery

Volunteer Manager

British Judo Association

Suite B, Technology Centre,

Epinal Way, Loughborough LE11 3GE

Tel: 01509 631 670

Fax: 01509 631 680

www.britishjudo.org.uk