

# Archery Victoria Volunteer Management Guidelines

2020



# Purpose

Archery Victoria encourages the involvement of volunteers at all levels and as such, are committed to providing a culture that is supportive and appreciative of volunteers.

Archery Victoria provides these guidelines to ensure that volunteers have a healthy and safe environment to work in, and have clear direction on what their role is. The guidelines are also designed to help archery clubs involve and retain the services of volunteers. They support clubs to meet compliance needs through the identification of resources that assist in the management of volunteers.

# Objectives

Archery clubs are reliant on volunteers for their ongoing management, development and day to day running. Archery Victoria has developed these guidelines to assist our clubs to

plan for, attract, recruit, train, mentor, support, acknowledge and reward volunteers through the development of guidelines to achieve our goal of supported and committed volunteers.

- To create an educated and committed volunteer workforce.
- To ensure volunteers feel welcome and confident in their roles
- To create a culture supportive of volunteering

These guidelines provide online support based on good practice that is informed by the National Standards for Volunteers.

At the minimum Archery clubs in Victoria should have policy, volunteer register, role statements and training opportunities as a basis for their approach to volunteers in their clubs to achieve these objectives.

# Definition of a Volunteer

Archery Victoria volunteers contribute their time, skills and experience, for no payment, to benefit the organisation. Volunteering may include formal / structured volunteering that takes place within organisations (such as with club committees and boards) and informal volunteering, acts that take place outside the context of a formal organisation – working bees etc.

Volunteers may perform the following roles for Archery Victoria and member clubs

- Coaches
- Judges
- Board Members
- Club Committee Members

There are other volunteer roles not listed here that members may perform.

# National Standards for Volunteers

The Archery Victoria Volunteer Guidelines are based on the National Standards for Volunteers. There are 8 standards addressing the key areas of volunteer involvement that clubs should consider when planning for volunteer involvement.

1. Leadership and management
2. Commitment to volunteer involvement
3. Volunteer roles
4. Recruitment and selection
5. Support and development
6. Workplace safety and wellbeing
7. Volunteer recognition
8. Quality management and continuous improvement

The AV guide is based on these standards and each section includes a summary from the National standards and sample links from online resources. Archery Victoria recognises that clubs are already working on these standards and provides this guide as a framework to support club governance. <https://www.volunteering.com.au/national-standards-for-volunteer-involvement/>

## 1. Leadership and Management

The governing body lead and promote a positive culture towards volunteering and implement effective management systems to support volunteer involvement.

- Records of all volunteers are maintained by the club.

In Archery Victoria Clubs;

Records of volunteers and their work at the club should be maintained.

A Volunteer Coordinator should be identified at the club to maintain and manage the volunteers at the club (this could be a committee responsibility)

<https://www.clubhelp.org.au/club-resources>

General toolkit on volunteering for committees

<https://www.volunteeringvictoria.org.au/resources-guides/toolkit2020/>

## 2. Commitment to Volunteer Involvement

Commitment to volunteer involvement is set out through vision, planning and resourcing, and supports the club's strategic direction.

- Guidelines and support documents are maintained by AV to support clubs in their management of volunteers.

A register of Volunteers should be kept by clubs.

Examples of volunteer registers and other templates for volunteer management can be found at

<http://sport.volunteeringwa.org.au/resources.aspx>

<https://www.volunteeringvictoria.org.au/wp-content/uploads/2019/06/Essential-Volunteer-Policies-and-Procedures-PDF.pdf>

### 3. Volunteer Roles

Volunteers are engaged in meaningful roles which contribute to the organisation's purpose, goals and objectives

**Volunteer role descriptions** for a variety of roles are available for clubs and the governing body from the included weblinks.

<https://www.clubhelp.org.au/club-resources> provides a variety of document templates including sample role descriptions.

Archery Victoria has a subscription to <https://sportscommunity.com.au/> that provides ongoing support to volunteer sporting organisations in all areas of governance including volunteering

### 4. Volunteer Recruitment and Selection

Volunteer recruitment and **selection strategies are planned**, consistent and meet the needs of the organisation and volunteers

- Volunteer roles are defined, documented and communicated.
- Volunteer roles are reviewed with input from volunteers and Club committee

Archery Victoria acknowledges that many clubs have a small member base to recruit volunteers from within– Recruitment within your club memberships and **beyond** are both options.

The below short course can inform your recruitment process

<https://apps.nfplaw.org.au/elearning/recruiting/#/>

## 5. Support and Development

Volunteers understand their roles and gain the knowledge, skills and feedback needed to safely and effectively carry out their duties.

- Volunteers are provided with **orientation** relevant to their role and responsibility.
- Volunteers knowledge and skills are reviewed to identify **support and development** needs if needed.
- Volunteers are provided with **supervision** and support that enables them to undertake their roles and responsibilities. – Committees need to communicate clearly with members.

Induction needs to be undertaken for all new volunteers.

Induction checklist to be completed and registered with the club. <https://www.volunteeringvictoria.org.au/wp-content/uploads/2019/06/Orientation-for-new-volunteers-PDF.pdf>

## 6. Safety and Wellbeing

- Processes are in place to protect volunteer health and safety including being covered by insurance,
- Volunteers have access to a grievance and complaints process as part of the club processes

The Health and Safety Policy of the club cover volunteers. They are also covered by the general insurance club members have through their membership with AA if the volunteers are members of the club.

<https://www.volunteeringvictoria.org.au/wp-content/uploads/2019/06/Health-and-Safety-PDF.pdf>



## 7. Volunteer Recognition

Volunteer contribution, value and impact is appreciated, recognised and acknowledged.

- Volunteers are informed on how their contribution benefits the club
- The club regularly acknowledges the contributions made by volunteers.

*Ideas on how to acknowledge Volunteers can be found at*

<https://www.clubhelp.org.au/club-resources>

<https://sitefinitycms-dev2.azurewebsites.net/sport-and-recreation/support-and-advice/people-development/volunteers/rewarding-volunteers>

## 8. Quality Management and Continuous Improvement

Effective volunteer involvement results from a system of good practice, review and continuous improvement

- Opportunities are in place to gain feedback from volunteers
- Feedback from volunteers is used to ensure the best possible volunteer experience is available at the club

<https://www.dlqsc.wa.gov.au/sport-and-recreation/people-development/volunteers/managing-volunteers>

# Volunteer Management Plan Links

While these links hold valuable information, there are other resources you may prefer. These are a starting point for clubs to review and strengthen volunteer participation in your club.

Justice Connect app for use by any incorporated not-for-profit organisation that engages volunteers, or plans to engage volunteers. <https://justiceconnect.org.au/free-resource-to-make-volunteer-recruitment-safe-and-simple/>

It also provides an overview of the key legal obligations that not-for-profit organisations have towards volunteers. <https://apps.nfplaw.org.au/volunteers/>

-Justice Connect [Recruiting Volunteers E-Learning Module](#)

-Volunteering Victoria Guides <https://www.volunteeringvictoria.org.au/resources-guides/guides/>

<https://www.volunteeringvictoria.org.au/resources-guides/toolkit2020/>

-WA Volunteer toolkits <https://www.clubhelp.org.au/club-resources> Provides samples templates for a variety of roles

<https://www.dlgsc.wa.gov.au/sport-and-recreation/people-development/volunteers>