



Top Tips for Volunteer Coordinators

Recruitment

- Though it is tempting to jump straight into a recruitment campaign, you should first ensure that you are well prepared – you need to decide what you would like volunteers to do, how you will support them and what procedures you will have for selection (if applicable)
- Have clear role descriptions so volunteers know what they are committing to - try to make the role sound fun and not too daunting
- Think about offering one off opportunities (e.g. line judging at one NVL match) and then supporting potential volunteers to increase their involvement and responsibility
- Ensure potential volunteers are aware of the ranges of roles available, especially the non-volleyball related, in areas such as events, admin, finance, communications, journalism and marketing
- Look for volunteers within your club – think players, ex-players, and players' families
- Try asking all players to take a volunteer role - one hour a week for each player will soon add up
- Recruit volunteers from outside your club, but remember they may need extra support to be felt welcome
- Try advertising with your local County Sport Partnership, on volunteering websites (e.g. www.do-it.org.uk and www.vinspired.com), at volunteering centres in your area (see www.volunteering.org.uk), and by putting up posters if you train in a shared venue
- Young people can bring a fresh perspective, new ideas, creativity, energy and enthusiasm so consider building up partnerships and recruiting from local universities, colleges and schools
- Help new volunteers to develop confidence in their role by providing an induction process and a 'buddy' (somebody who has done the job before) who can help them settle in to the job without feeling out of their depth

Retention

- It is easier to retain a volunteer in a role than train a new volunteer, so bear this in mind when looking after existing helpers

- Don't over-burden volunteers - if a job is too onerous for one person, why not split it into two or three smaller roles
- Ensure volunteers feel they are doing worthwhile jobs and find out why someone is volunteering (e.g. commitment to the club, meeting people, gaining skills, utilising existing skills, keeping active) and try to meet motivations
- Offer a benefits package to volunteers, for example reduced training fees
- Support volunteers to apply for appropriate Volleyball England programmes to renew their enthusiasm and develop their skills, e.g. the Volunteer Leadership Programme and the National Young Coaches Academy
- Signpost volunteers to courses if they are interested in increasing their skills – Sport England, Running Sport and your local County Sport Partnership all offer a number of short courses
- Provide a pathway for volunteers so they can progress to new and more challenging roles
- Regularly thank volunteers in different ways (e.g. face-to-face, by telephone or with a card) making sure it is specific to what they have contributed
- Ensure the contribution of volunteers is always mentioned in newsletters or on the club website
- Make certain that players recognise the importance of volunteers, for example thanking them and not expecting volunteers to clean up at the end of matches
- Keep in touch with volunteers out of season
- Develop a climate where all volunteers feel that they can ask for help and have equal status to express their opinions

Reward

- Have a 'Volunteer of the month'
- Set up Club Awards to reward volunteers
- Nominate volunteers for Volleyball England Awards
- Find out what volunteer award schemes your county or borough offers
- Apply for Volleyball England Pin Badges to commemorate 5 or 10 years of volunteering in the sport
- Give volunteers exclusive club kit
- Share success e.g. on the Volleyball England website or in local papers