



Developing a Volunteer Management Policy

The demands on volunteers have become more complex and sophisticated, which has driven a need for STARCLUBs to develop and implement a volunteer management policy.

While some clubs assume developing a policy will be hard work, most are pleasantly surprised and find that once the policy is established, managing their volunteers is much easier. Policies don't have to be complex and long winded, and because they generally reflect what your club is already doing, it shouldn't take forever to write.

What is a volunteer management policy?

A volunteer management policy is a valuable tool for clubs to set the foundation for their volunteer program and outline why and how volunteers will be involved in club activity.

It sets out the club's policies and procedures that affect volunteers, helps ensure consistency and outlines what volunteers can expect from the club.

A volunteer policy will help to:

- clarify volunteer roles and responsibilities
- establish values, beliefs and direction for volunteer involvement
- guide decision making about volunteers
- strengthen good relationships within the club
- ensure continuity over time and when members change
- formalise current practice
- underpin volunteer management in your club.

What does a volunteer management policy include?

Policies will vary depending on the size and nature of the club, but volunteer management policies commonly cover:

- recruitment and selection
- volunteer rights and responsibilities
- role descriptors
- relationships inside the club
- occupational health and safety
- working conditions
- training and accreditation
- recognition
- expenses

What does a volunteer management policy include? - continued

- insurance
- record keeping
- code of conduct
- accidents and incidents
- absences
- grievance procedure
- termination of volunteers.

Other resources

Find more information Volunteers and Growing Your Sport [click here](#).