**Managing volunteers**

Volunteers are critical to the successful running of any sport and recreation organisation and the implementation of contemporary and effective volunteer management practices will ensure a well organised, trained and happy volunteer workforce.

*A quick reference guide to managing your volunteers better*

**Coordination**

Appoint a volunteer co-ordinator to your organisation; someone who is responsible for recruiting managing and recognising your volunteers. Someone who is a point of contact for volunteers.

**Planning**

* Develop a volunteer management plan. This plan should address:
* Number of volunteers required and the roles they are required for
* Identification of skills already in the organisation (ie: conduct a skills audit of existing members and volunteers)
* Recruitment strategies
* Roles and responsibilities of volunteers
* Roles and responsibilities of the organisation
* Training that can be offered to volunteers
* Ongoing day-to-day support that can be provided
* Recognition strategies.

**Job descriptions**

* Develop job descriptions outlining volunteers' duties.
* Job descriptions enable potential volunteers to understand what is expected of them before taking on the position.

**Orientation**

* Provide new volunteers with an orientation, including:
* A welcome to the organisation
* Details of their position
* Information on the day-to-day operations of the organisation
* Support that will be provided to them
* Introductions to key people in the organisation.

**Training**

* Identify the training requirements of your volunteers
* Keep up to date with the training that is available for various positions in the organisation
* Include an allocation for volunteer training in the organisation’s budget

**Support**

* Provide volunteers with a central point of contact ie: volunteer coordinator
* Ensure open channels of communication are available to volunteers. Provide them with the opportunity to ask questions, discuss problems, raise issues, put forward complaints
* Make sure that volunteers are not out of pocket; where possible cover their expenses
* Ensure that the roles and responsibilities of the volunteers and the organisation are clearly defined and communicated
* Keep volunteers regularly informed about what is happening in the organisation
* Ensure that recognition of volunteers is ongoing.

**Other resources**

Find more information Volunteers and Growing Your Sport [**click here.**](https://dtc.nt.gov.au/sport-and-recreation/sport-active-recreation-development/sport-development)

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