



Volunteer Management Procedure

Seacombe Softball Club Inc.

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Contents

1.	Purpose	3
2.	Administration.....	3
2.1.	Communication	3
2.2	Insurance	3
2.2	Out of Pocket Expenses.....	3
2.3	Record Keeping.....	3
3.	Recruitment and Selection	4
3.1	Roles.....	4
3.2	Volunteer Rights & Responsibilities.....	4
3.3	Recruitment.....	4
3.4	Screening.....	5
3.5	Selection.....	5
4.0	Induction and Training	5
4.1	Induction	5
5.0	Recognition.....	5
6.0	Succession Planning	6
6.1	Succession Plans	6
6.2	Handover Plans.....	6
7.0	Volunteer Performance and Management	7
7.1	Conflict of Interest	7
7.2	Harassment	7
7.3	Grievances	7
7.4	Termination & Resignation.....	7
7.5	Exit Checklist / Interview	8

1. Purpose

The Volunteer Management Procedures support the Volunteer Management Policy and provide details on how the Club manages its volunteers. These procedures should be used in conjunction with the club's other various policies and procedures.

2. Administration

2.1. Communication

The Club's website provides our members information on up and coming events, grants, the competition schedule and training information. This is updated by the Committee.

The Club's Public Facebook page is updated regularly with event information, grants and interesting articles to support the Club. It's updated by the Social Media Officer.

The Club's Facebook (Private) page, Seacombe Softball Club Members and Players, was established to communicate with all members.

The Committee's Facebook (Private) page, Seacombe Softball Club Committee, was established to communicate with all Committee members.

The Club's Newsletter is produced by the committee on a regular basis. The newsletter will be made available to members via email, uploaded to Facebook and/or the Club's website.

2.2 Insurance

The clubs insurance is through the nominated Softball Australia association wide cover

Volunteers who wish to claim on insurance should:

1. Notify the Committee
2. Wait for the Committee to obtain and forward to the volunteer the relevant paperwork from the insurance company
3. Complete and submit the insurance form

2.2 Out of Pocket Expenses

Items that will be reimbursed:

- Approved training courses
- Working with Children Clearance from Department of Community and Social Inclusion (DSCI)
- Other items as approved by the Committee

Claiming for courses and other items: Provide the Treasurer with a copy of the receipt for reimbursement.

2.3 Record Keeping

The following information will be recorded on our volunteers:

- Volunteer's contact details
- Emergency contact details
- Roles within the club

- Years of services
- Skills and qualifications
- Training and Development undertaking
- Club awards received
- Other relevant information

3. Recruitment and Selection

3.1 Roles

Each Role Description should include the following:

- Role title
- Who they report to (person or a specific committee)
- Qualifications (if required)
- Skills / abilities required
- Duties to be performed
- Location of role
- Time commitment needed for the role (including attendance at meetings)

Role Descriptions will be reviewed every 2 years in conjunction with the volunteer holding that role and the Committee.

3.2 Volunteer Rights & Responsibilities

The following documents relate to volunteer roles and responsibilities:

- Code of Conduct
- Seacombe Constitution and Bylaws
- All Seacombe guidelines, policies and procedures
- Softball SA policies
- Member Protection Policy

3.3 Recruitment

Volunteer opportunities are promoted through multiple platforms. Role descriptions will be reviewed before advertising to ensure they are current and will be included in promotional material (where possible).

Promoting

Website – advert and role description to be emailed to the Secretary to upload to the Club’s website

Facebook – Social Media Officer to upload advert to Facebook

Email – Committee to email role description and details to members

Target Marketing

Face to Face – identify possible people within the club and approach them

Registration Forms – Include the member’s occupation on the club registration form. Review player registration forms and identify any relevant occupations listed on the form that could be targeted for key positions.

3.4 Screening

Volunteers will undertake relevant Working with Children – Department of Communities and Social Inclusion (DCSI) screening.

The 'Procedure to obtain a Working with Children Clearance' explains the process in obtaining a clearance.

3.5 Selection

The Committee will be involved in the initial screening of potential volunteers and will select volunteers based on the criteria outlined in the Volunteer Management Policy.

Interviews

Interviews will take place face to face (if possible). Questions include:

- Why do you want to volunteer at the club?
- What roles do you enjoy doing and are good at?
- Are there any roles you do not enjoy and would like to avoid?
- Do you have any experience volunteering elsewhere? If yes, what?

4.0 Induction and Training

4.1 Induction

Each new volunteer will receive the following induction information:

- Welcome Letter
- Role Description
- Code of Conduct (they must sign)
- Tour of facilities
- Club Policies
- Induction Checklist
 - Where things are
 - Important people to meet
 - Relevant policies and processes

5.0 Recognition

The club values its volunteers and formally recognises them in the following ways:

- Volunteer Certificates
- Mentioned in Club Newsletter
- Reimbursement/subsidised for approved training courses as per 4.2
- Certain positions are added to the Honour Boards at the Club rooms
- Eligible for nomination of the Marg Morley awards in recognition of their services
- Eligible for nomination for Life Membership after 15 years service

6.0 Succession Planning

6.1 Succession Plans

The following roles will have a succession plan:

- President
- Secretary
- Treasurer
- Committee Members

This succession plan is to include:

- Review of role descriptions every two years
- Development of an Operating Manual that outlines:
 - Key contacts in the club
 - Key stakeholders and their contact details
 - Who to speak to about different aspects of the role
 - Process for undertaking the roles

6.2 Handover Plans

Handover Plans are required for these positions:

- President
- Secretary
- Treasurer
- Committee Members

The following information should be included in handover plans:

- Role
- Volunteer's name (and if they are happy to be contacted after they leave the position if the new person has any questions)
- How long they were in the role
- End of tenure date
- Key tasks and their processes
- Key contacts
- Outstanding issues
- Suggestions for improvement
- If they sit on any committees / meetings then when and where are they held and who to contact about them
- How information is stored
- Relevant passwords

7.0 Volunteer Performance and Management

7.1 Conflict of Interest

Conflicts of interest need to be put in writing to the club Secretary as soon as they become apparent. The Executive Committee will review the potential conflict and make a decision if it is:

- Acceptable
- Acceptable with certain conditions
- Not acceptable

The Volunteer will be notified in writing soon after the Committee Meeting where it was discussed.

The Executive Committee will keep a register of any and all conflicts or potential conflicts of interest.

7.2 Harassment

Complaints

The Committee will handle complaints to ensure that:

- all complaints will be taken seriously
- the principles of natural justice are followed
- the complaint should be dealt with promptly
- any penalties are fair
- decisions will be unbiased

Any complaints related to suspected child abuse, sexual assault or other criminal activity will need to be reported to the police and/or relevant government authority.

Complaint Handling Process

Please refer to the club's Member Protection Policy for the complaint handling process.

7.3 Grievances

Volunteers who have a grievance should refer to the Club's Member Protection Policy on how to lodge a grievance.

7.4 Termination & Resignation

Termination

- The volunteer is to be told as soon as possible of any complaint concerning the performance of their work and will be provided with an opportunity to discuss the situation. Notes are to be maintained about the concerns raised and the discussion had with the volunteer.
- The Club President will outline how the volunteer must improve their performance. Assistance will be provided to the volunteer (if possible).
- The Club President will set a date to review the volunteer's performance if required.
- If, at the scheduled review, the volunteer's performance has not improved, the Club President will have further discussion with the volunteer.
- If the concerns persists, the issue will be reported to the Committee and they may make the decision about terminating the volunteer.

- The Volunteer will be spoken to in private and provided with a letter outlining why they have been terminated.

Resignation

- Volunteers who wish to resign should inform the Secretary in writing.

7.5 Exit Checklist / Interview

An Exit Checklist / Interview will be conducted on all volunteers who leave the club. The extent of the interview will be determined by the role that the volunteer held and by their willingness to participate in an interview. The interview can take the form of a face to face interview or a questionnaire administered by the Volunteer Co-ordinator / Committee Member.

Policy Review

This policy will be reviewed regularly to ensure it remains relevant, practical and that it reflects the Club's expectations and legal requirements.

Policy last reviewed on November 2017

Name

Club President

Signature

Date

Name

Club Secretary

Signature

Date