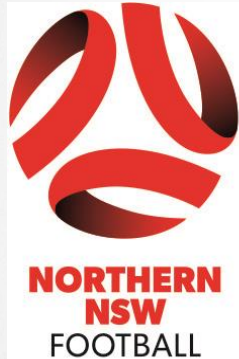




CLUB WEBINARS

Volunteer

Recruitment and Retention



Major Partner – Community Football



Welcome to Country.

We acknowledge the traditional custodians of this land and pay our respects to the elders both past, present and future for they hold the memories, the traditions, the culture and hopes of Aboriginal Australia. We must always remember that under the concrete and asphalt this land is, was and always will be traditional Aboriginal land.



**NORTHERN
NSW**
FOOTBALL

Volunteer

A volunteer is a **person who donates time or efforts for a cause or organization without being paid.**

Volunteers provide their time to community organisations to allow activities like community football to prosper.



**NORTHERN
NSW
FOOTBALL**

Volunteer

Do not ever underestimate the value of every hour donated to your football club by every person who volunteers.

We have key committee people that tend to shape their lives around the football season, while coaches, managers, grounds people, canteen managers, match day co-ordinator, duty officers all contribute time necessary for matches to happen.



**NORTHERN
NSW
FOOTBALL**

The aim of this presentation

Our aim this evening is to stimulate some thought around the existing processes regarding volunteers and then to share some insights that may help with recruiting or retaining them.



**NORTHERN
NSW**
FOOTBALL

Volunteer registration

- **Registration on Playfootball is essential for all volunteers, including coaches and managers.**

[Registration | Play Football](#)

- **Registered volunteers are insured**

Working with Children Checks

The NSW Working with Children Check was legislated in 2013 making it compulsory for all child focussed organisations in NSW to comply. There is an exemption that allows parents/ close relatives to coach or manage their child's team without requiring a WWCC.

Supported by NNSWF Many clubs do not apply the exemptions and expect a WWCC from all volunteers. To get a WWCC, a person needs to complete an online application to receive an interim APP number, then present 100 points of ID at a Service NSW office.

[Working With Children Check - NSW Office of the Children's Guardian](#)



**NORTHERN
NSW
FOOTBALL**

Volunteer recruitment / retention

- Transparency – Club Governance
- Conduct surveys for feedback
- Position Descriptions
- Responsibility, ownership and the opportunity to report. Build confidence and trust
- Training / development
- Flexibility to try different roles
- Communication
- Reward and show appreciation

Transparency – club governance

The football club belongs to the club's members. You have volunteered yourself to do your best for them.

Who are you (your club)? Culture, vision, pathway for development, coaching qualifications, facility development

Check yourself. Governance. Is constitution up to date?

NCDP accreditation – When will you achieve 5 stars?

Goodsports Accreditation (drug and alcohol foundation)

Aligned with community organisations



**NORTHERN
NSW
FOOTBALL**

Building Social Capital

The networks of relationships among people who live and work in a particular society, enabling that society to function effectively.

Inclusiveness

Connectedness

Celebrations

Inviting



**NORTHERN
NSW**
FOOTBALL

Volunteer training

- Training opportunities are varied and should target the specific roles being undertaken
- Play By the Rules offers online training opportunities in a range of areas
- [Home - Play by the Rules - Making Sport inclusive, safe and fair](#)
- NSW Office of Sport also conduct MPIO and Child Safe training
- [Training | Office of Sport \(nsw.gov.au\)](#)
- Conduct a volunteer induction day



Gathering information - Surveys

- How do you know that you are doing a good job?
- Conduct a survey of skills already in your organisation – untapped.
- Monitor facebook posts.
- Jotform, Survey Monkey.



**NORTHERN
NSW
FOOTBALL**

Ownership

As a volunteer;

- What will I have to do?
- What will be expected of me?
- Who do I report to?
- Who will give me support if needed?
- Is there other roles I can try?



**NORTHERN
NSW
FOOTBALL**

Variation in roles

- What role suits your skills?
- How much time can you commit?
- What role interests you?
- Succession



**NORTHERN
NSW**
FOOTBALL

Position descriptions

- **Position descriptions provide the core features for each role necessary for a football club to operate. It keeps each member on task and helps with the recruitment of new committee members.**
- **Position descriptions for key positions are available through the Playfootball Toolkit. These may be adapted to the specific needs of the club and, where required can be broken into smaller roles. Alternately I can provide Position Descriptions as requested.**

[Position Descriptions | Play Football](#)



**NORTHERN
NSW
FOOTBALL**

Volunteer induction

We should be considering delivering a volunteer induction session for all volunteers. This is a prime opportunity to promote the values of the club, introduce key committee people and provide an insight into the needs of the club – operationally.

This is the beginning of genuine inclusion for all folk who contribute their time to the football club.



**NORTHERN
NSW
FOOTBALL**

Communication

- Group communication tools
- WhatsApp
- TeamApp

Be transparent



**NORTHERN
NSW**
FOOTBALL

Welcome to Weston Junior Soccer Club!

[^ HIDE MESSAGE](#)[STORE](#)

This website accompanies our Team App smartphone app available from the App Store or Google Play. Download Team App now and search for Weston Junior Soccer Club to enjoy our team app on the go.



Samantha Tama

Latest News



Coaches and Managers Wanted

If you are keen to coach or manage your team this year then we would love t...

8 Feb • By Samantha Tama



2021 Season is coming!

Its 2021 and we are ready for a fresh start and a new soccer season! We ha...

7 Jan • By Krystle Watkins

Rewarding volunteers

- Nominate to NNSWF volunteer recognition program
- Volunteer of the week/month award posted to social media
- Thank you through social media
- Incentive schemes
- Subsidise rego, subsidise presentation night
- Certificate of appreciation – gift
- Club apparel (Consider a shirt sponsor for volunteers)





Lochinvar Rovers Football Club is in [Lochinvar, New South Wales](#).

16h · 🌐

Meet Manager Sam!

Sam signed her son up and then after being convinced to also sign her daughter up, ended up managing along side her sister! Now all 3 of her children play 🙌

Sam's sister coaches and only has a niece in the team, no children yet 🥰... See More



What team do you coach? Under 8 girls this year.

Have you played football before? No I have never played, but have 3 of my children playing again this year and they absolutely love it! I enjoy watching the girls grow and become more confident and making special friendships with there team mates throughout the season.

What do you find most enjoyable about coaching (or what do you enjoy the most)? I enjoy watching the girls grow and become more confident and making special friendships with there team mates throughout the season.

Would you recommend it to others? I would highly recommend it, We have been blessed with a wonderful group of girls and parents who we look forward to reconnecting with and welcoming any new faces each soccer season.

How long have you been volunteering for? This will be my 3rd year managing beside my amazing sister who coaches.



**NORTHERN
NSW
FOOTBALL**



Lochinvar Rovers Football Club

November 13, 2020 · 🌐



2020 Volunteer of the Year!

In Memory of Dave Fletcher!

Congratulations Anita 🥳... [See More](#)

2020 Volunteer of the Year



Well done Anita for
your hard work
getting our Canteen
up and running
during a Covid
Season.

Thanks to those who
volunteered as well!



NORTHERN
NSW
FOOTBALL

What now?

- Long term - Develop your governance – NCDP. Build a club where people want to volunteer.
- What can you instigate to enhance volunteer satisfaction?
- Would it help to have a position of ‘volunteer co-Ordinator’?
- Review the roles in your club - position descriptions
- Refine your communication processes
- Right now – introduce committee people through social media posts with a photo or create a welcome to the club video
- Email parents of registered players and adult registered players seeking volunteers but ensure you are promoting positions to be filled
- Ask people to get involved
- Plan an induction day for volunteers



**NORTHERN
NSW
FOOTBALL**

RESOURCES

- FA Code of Conduct [CODE OF CONDUCT \(footballaustralia.com.au\)](https://www.footballaustralia.com.au/code-of-conduct)
- FA Member Protection Framework [Member Protection Framework | Football Federation Australia \(footballaustralia.com.au\)](https://www.footballaustralia.com.au/member-protection-framework)
- Play by the Rules online training [Home - Play by the Rules - Making Sport inclusive, safe and fair](https://www.playbytherules.com.au/home)

(Child Protection, Discrimination and Harassment, Complaint Handling are all free training opportunities delivered online) \

- Football Victoria Training Series.

[Volunteers: How to engage and retain at this challenging time | Football Victoria](https://www.footballvictoria.com.au/volunteers)



**NORTHERN
NSW
FOOTBALL**