



RECRUITMENT AND RETENTION POLICY

Volunteers are the life-blood of our Club. They dedicate hours of time and energy, working in a variety of ways. Without them we would cease to exist.

Volunteers are extremely valuable and deserve considerable praise and thanks.

Administrators, Officials, Coaches, Assistant Coaches and Skiers all fulfill an important role in our club. They may come from different backgrounds and although some are paid, many act in a voluntary capacity themselves. The key to success is the way in which we can manage the volunteers for whom we are responsible.

Recruiting Volunteers

Finding Volunteers

Firstly we must have a clear understanding of why we want the volunteers. We have a Volunteer Coordinator who is required to spend time training, mentoring and managing each volunteer to ensure that they are being deployed effectively and that they are enjoying their role.

In order to help new volunteers support the club the volunteer coordinator should:

1. Determine where volunteers are needed
2. Decide how much time the volunteers need to be able to give
3. Write brief role outlines
4. Plan the recruitment strategy
5. Invite volunteers to attend club meetings to ensure they are aware of all club activities
6. Supervise volunteers or find other members to supervise volunteers. These members should be briefed on the role of the volunteer and their role as a mentor/supervisor
7. Organise training for volunteers
8. Keep volunteers motivated and enthusiastic, and make sure they know their contribution is valued
9. Revise and update volunteer duties as the need arises

Role Outlines

There are many positions and duties that can be filled by volunteers. Volunteers may be recruited into positions for which they do not have the necessary skills or experience. To avoid problems and misunderstandings as to what is expected and required of them, we need to produce brief role outlines.

The role outlines should include:

10. Title of the role
11. Main tasks, duties and responsibilities
12. Hours, frequency and dates the volunteer is required
13. Special skills or training needs (if any)
14. Qualifications and experience needed (if any)

The Club will provide support for all new volunteers.

Where do we find Volunteers

Ask the parents, grandparents, brothers, sisters, friends or any member of those already involved with the club, as a competitor or volunteer.

Use notice boards at The Ackers, newsletters and word of mouth to advertise vacancies.

The recruitment process

This process allows us to search for volunteers who will best meet the clubs needs. This should be a two way process and does not need to be formal. It will be an important way of identifying the skills and experiences of a volunteer to decide if he/she wants to support the club. The recruitment process will involve identifying and inviting the volunteer to the club for an informal discussion. The Volunteer Coordinator should attend along with the Chairman or another committee member.

This discussion will allow us to identify:

15. Why the volunteer wants to be involved
16. What skills the volunteer has and if they meet the clubs needs
17. Their experience of working in skiing and within a team of people
18. Their availability to fulfill the role
19. Additional skills (eg Coaching, Officiating that could also be utilised)
20. Whether the volunteer has completed a CRB police check and, if so that the check is still in date
21. Opportunities and benefits of becoming a volunteer at the club. It is vital to remember that the volunteer is offering their time free of charge and will be expecting something in return. (the club can offer them social events, new skills, and enjoying the rewards that come from helping people)
22. References must be taken up prior to the volunteer taking up their position, these may be verbal

Retaining Volunteers

Keeping volunteers involved

An induction period is an essential part of our volunteer programme. The induction will include an introduction to the activities and the key members of the club.

It is essential that all volunteers feel needed, useful, part of the team, welcome and thanked.

Motivation

Motivating volunteers is very important because:

23. They are not paid for their role
24. They do not have a formal contract
25. They may not be able to commit on a regular basis (what we want them to do may not be a top priority for them)
26. They have their own motives (which may conflict with ours)
27. They are not dependant on us for job security

People volunteer for roles within the club structure for various reasons:

28. Family involvement – Son or Daughter part of the ski club
29. They want to meet people
30. Wanting to provide a service for the club

Motivation is an important part of people management, whether they are volunteers or paid Coaches. It is not simply about being enthusiastic or about urging people on. It is about identifying what is important to that person and trying to ensure that they gain what they want from their involvement. It is about matching the needs of the individual with the role.

Motivation is providing the sort of leadership that ensures people's needs are being met and their interest sustained. We need to pay particular attention to the tasks that we expect the volunteer to do.

Satisfaction in the role comes from doing something worthwhile and often challenging.

Training

Training volunteers is paramount to the club. Each Coach, Assistant Coach and Volunteer is to complete a training needs questionnaire which states what training they have done in the last two years and what training they wish to do over the next two years. This will help the club to focus on what the volunteer wants and CPD courses/training programmes can be actively sort to fulfill these needs.

Communication

It is important to ensure all volunteers are part of the club this can be achieved by:

31. Communicating regularly with them. Keep them updated on the objectives of the club and our progress towards meeting these objectives
32. Providing scope for individuals to take part on greater responsibility
33. Encouraging ideas and where practical allowing them the responsibility to implement them

