



REWARDING VOLUNTEERS

Satisfaction in the role

Satisfaction in the role is vital if we want to retain our volunteers. In order to achieve this:

1. We need to find out what they want from their involvement (what motivates them)
2. Clearly identify the nature of the role to be undertaken (using role outlines will help)
3. Try to match the volunteers motivations with the inherent rewards of the role (we will need to carefully place the volunteer at the outset)
4. Offer appropriate guidelines or training to help the volunteer in their role
5. Encourage our volunteers to contribute new ideas and to implement them if appropriate
6. Build in incentives and provide feedback recognition
7. Set targets so that the volunteer understands the part that they play in meeting the overall objectives of the club

Enable our volunteers to enjoy their time with us by:

8. Helping them experience personal achievement in the role they are doing
9. Making them feel they are making a worthwhile contribution to the objectives of the club
10. Making them feel the role is challenging, demand the best from them and will give them responsibility to match their capabilities
11. Give the volunteer adequate recognition for their achievements
12. Ensure they have control over those aspects of the role that have been delegated to them
13. Make them feel they are developing and improving their experiences, skills and abilities

Recognition

14. Recognition is a very important factor, and it is vital to retaining our volunteers

The following should be considered:

15. Offering praise to volunteers while they are doing their role
16. Sending them a letter, email or text message to say thank you for their help
17. Awarding them with a thank you certificate
18. Acknowledging them in the club newsletter and on the notice boards
19. Sending birthday and Christmas cards
20. Awarding them life membership
21. Acknowledge their efforts during the monthly committee meetings
22. Paying out of pocket expenses and providing meals
23. Listening to their ideas
24. Making them feel valued and a vital part of the club
25. Making them part of the awards evening

Action Plan

An action plan to support the club in finding and keeping our volunteers is vital

The action plan is as follows:

26. Decide why we need volunteers
27. Appoint a Volunteer Coordinator
28. Make links and work in partnership with schools and local ski clubs to strengthen the skiers and volunteers
29. Decide what skills the volunteer needs
30. Decide how many volunteers we need
31. Decide the method we want to use to recruit volunteers
32. Go ahead and recruit

The Club has recently given all volunteers a personal development form to complete. This form will set out any training that the volunteer feels they require enabling them to carry out their role in the club.

All CPD Courses are advertised on our notice boards, we encourage all volunteers to apply for these courses to further their knowledge.

Recognition for achievement will be acknowledged through the awards evening

Verbal praise is always given to volunteers in recognition of their achievements and hard work.

The Club has recently appointed Malcolm Gratton as President in recognition of his hard work and achievements over the years.

