



Volunteer Management Policy

Seacombe Softball Club Inc.

Version 1 – November 2017

Review Date: 2019

Contents

1. Purpose
2. Administration
 - 2.1. Communication
 - 2.2 Insurance
 - 2.3 Out of Pocket Expenses
 - 2.4 Record Keeping
3. Recruitment and Selection
 - 3.1 Roles
 - 3.2 Volunteer Rights & Responsibilities
 - 3.3 Recruitment
 - 3.4 Screening
 - 3.5 Selection
- 4.0 Induction and Training
 - 4.1 Induction
 - 4.2 Training & Development
- 5.0 Recognition
- 6.0 Succession Planning
 - 6.1 Succession Plans
 - 6.2 Handover Plans⁶
- 7.0 Volunteer Performance and Management
 - 7.1 Conflict of Interest
 - 7.2 Harassment
 - 7.3 Grievances
 - 7.4 Termination & Resignation
 - 7.5 Exit Checklist / Interview

1. Purpose

The Club was established in 1960 and relies heavily on the work of its volunteers to operate. We encourage the involvement of volunteers and recognise this valuable contribution they make to the Club. The purpose of this policy is to ensure that volunteers are safe, supported and recognised for their contributions.

2. Administration

2.1. Communication

The Club believes that effective communication is crucial to successful volunteer management. We have a number of ways to ensure that the lines of communication stay open.

Communication with volunteers will be face-to-face, through email, the Club website and social media.

MEETINGS – Committee meetings are held monthly on the 2nd Tuesday of each month at 7pm in the Clubrooms at Happy Valley Sports Park, Taylors Road West, Aberfoyle Park

COMMITTEE MEMBERS – All volunteers have the phone number of at least one committee member.

MEMBER PROTECTION OFFICER – The Club has appointed a Member Protection Officer who can assist volunteers if they have any grievances within the Club.

NEWSLETTER – The Club newsletter will be emailed to all members.

2.2 Insurance

The Club recognises that volunteers have the right to be protected from financial costs in the event of personal injury and liability. The Club has adequate insurances for volunteers that act within the scope of their roles as detailed in their role descriptions.

2.3 Out of Pocket Expenses

Volunteers will be reimbursed for all approved expenditure incurred while undertaking their duties. These 'approved expenditures' are to be outlined to the volunteer before they start the role. Any items not covered need to be brought to a committee meeting to be approved.

2.4 Record Keeping

The Club is committed to supporting, recognising and developing volunteers. The Club will record some volunteer details.

This database is maintained regularly and in accordance with our Privacy Policy.

3. Recruitment and Selection

3.1 Roles

Volunteers perform the following roles within the Club:

- President
- Vice President

- Secretary
- Treasurer
- General Committee Member
- Coach
- Assistant Coach
- Umpire
- Scorer
- Team Managers
- Fundraising Officer
- Social Media Manager
- Uniform Officer

Each volunteer role has a Role Description that is outlined in the Volunteer Management Procedures.

3.2 Volunteer Rights & Responsibilities

Volunteer Rights

Volunteers have the right to:

- receive a copy of their role description
- be made aware of the Club's Code of Conduct, Policies and Procedures.
- be treated fairly and with respect in accordance with the principles of Equal Opportunity legislation
- a healthy and safe working environment
- be covered by personal accident and public liability insurance
- be informed and consulted on matters that directly or indirectly affect their work
- be recognised and included as a valued member
- receive adequate training for them to fulfil their roles
- be reimbursed for approved out of pocket expenses
- lodge a grievance and be heard

Volunteer Responsibilities

Volunteers have the responsibility to:

- abide by the Club's Code of Conduct and its Policies and Procedures
- value, support and respect the rights of other volunteers
- respect confidentiality
- carry out the duties specified in their role description
- ask for support when needed
- care for the Club's equipment and property
- address areas of concern with the appropriate person
- undertake training when requested
- undertake the necessary screening procedures relevant to their role
- represent the club in a professional manner
- exercise a Duty of Care in areas of Health and Safety, including informing the appropriate person of potential or actual hazards

3.3 Recruitment

Advertising Positions

Volunteer positions are promoted through word of mouth, the Club website and social media as appropriate. Board vacancies can also be filled by targeted recruitment in accordance with the Constitution.

Equal Opportunity

The Club recognises that people are its most important resource and it is committed to equal opportunity appointments for all volunteer members.

3.4 Screening

Volunteers will undertake relevant screening based on the role that they will be performing.

All Committee Members, Coaches, Scorers and other persons as nominated by the committee are prescribed positions and as such are required to undergo a Department of Communities and Social Inclusion Working with Children Clearances. All members must comply with all guidelines, procedures and policies and requirements of Child Protection legislation.

3.5 Selection

Volunteer positions that are not prescribed in the Constitution will be screened and selected based on their suitability for the role in terms of:

- Qualifications
- Skills
- Experience
- Suitability to fit within the club's culture
- Ability to work in a team environment

Some volunteer roles will undertake an interview process.

Executive Committee positions will be selected as outlined in the Constitution.

4.0 Induction and Training

4.1 Induction

New volunteers / board members will receive the following inductions:

- General Club induction (including key people within the club)
- Venue specific induction
- Role specific induction

4.2 Training & Development

The Club values the work of volunteers and aims to invest in its most important asset: its volunteers.

The Volunteer Co-ordinator in conjunction with volunteers will identify training (both formal and informal) and pathway opportunities for volunteers to develop their skills and will also look into the future in terms of succession planning.

The club may financially support volunteers to undertake formal training courses.

All requests for formal training should be brought to General Committee Meetings for approval.

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

Succession planning is crucial to ensure that the work continues to be done, and it makes the transition easier when a volunteer leaves the club and someone new takes on the role. The following roles are required to have a succession plan:

- President
- Secretary
- Treasurer
- Committee members

Succession planning will take the form of ensuring:

- All Policies and procedures are up to date
- All role descriptions are reviewed every two years
- The key positions listed above will have documented procedures
- The club will have a Strategic Plan that is revised every five years
- Information will be stored safely and securely

6.2 Handover Plans

It is important for the club's succession that volunteers who leave the club document important aspects of their role, key contacts and processes. Each exiting volunteer in a key position should have a documented Handover Plan for their successor at least one month before exiting the role (if possible).

Key positions in the club that require a Handover Plan are:

- President
- Secretary
- Treasurer

7.0 Volunteer Performance and Management

7.1 Conflict of Interest

Conflicts of interest arise when a volunteer has a personal interest that may conflict with the best interests of the club or the decisions of the club may financially benefit them or their business. The following constitutes a conflict of interest:

- A coach selecting a team his child is trying out for
- A committee member also being a club sponsor
- Family of committee members being given paid employment (e.g. behind the bar) without going through a selection process

Any potential conflicts of interest must be declared and registered with the Secretary in the Conflict of Interest Register.

Members who have a Conflict of Interest in a matter being discussed at a Committee meeting are to be excused from the meeting while this matter is discussed and have it minuted as such.

7.2 Harassment

The club will not tolerate any forms of harassment towards volunteers or by volunteers towards other members. The Club's Member Protection Policy defines what is harassment and the steps taken if harassment occurs.

The Club has a trained Child Safe Officer and a Member Protection Information Officer (MPIO) to support the club's junior members.

7.3 Grievances

If a volunteer has a grievance about their role, other volunteers, club members, etc., they should follow the Club's grievance procedures as outlined in the Member Protection Policy. The volunteer has the right to be heard and for the matter to be managed promptly, confidentially, impartially and fairly and with due justice.

7.4 Termination & Resignation

As outlined in the Club's Constitution, volunteers can be terminated on the following grounds:

- failing to adhere to the Club's Code of Conduct
- lacking the necessary skills for the role and being unable to develop those skills
- breaching safety or confidentiality guidelines
- breaking the law

Volunteers will have the opportunity to discuss the reasons for possible dismissal with the Executive Committee before this dismissal occurs.

Immediate dismissal will only take place in the most serious of circumstances.

Volunteers may end their volunteering role at any time by providing notice in writing to the President.

7.5 Exit Checklist / Interview

The Club is dedicated to growing and retaining volunteers and want to understand why volunteers leave the club. Where possible, a Committee Member will conduct an Exit Checklist / Interview.

Feedback from exit interviews will be reviewed by the Committee on an annual basis to improve the retention of volunteers.

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