



VOLUNTEER MANAGEMENT PLAN

Sorrento Bowling Club

2017-2019

Introduction

Vision

To be recognised as the “best” Bowling club in Western Australia.

Mission

“To meet the needs of the community to play sport, principally lawn bowls, and in so doing provide a friendly environment and facilities that Club members and the community enjoy.”

Goals of the Club

1. To foster the game of Bowls and Associated Sports as are hereinafter approved by The Board.
2. To be recognised as a community asset by encouraging groups in the wider community to make use of Club facilities.
3. To promote good fellowship amongst members.
4. To provide recreational and sporting facilities for members.
5. To at all time act on behalf of, in the interests of, and in conjunction with, the Members and the sports of Bowls, Croquet and Darts.
6. To use and protect the Intellectual Property of The Club.
7. To ensure the property and income of The Club shall be applied solely towards the promotion of the objects of The Club.
8. To carry on all such lawful activities as may be necessary or convenient for the purpose of The Club.
9. Hold a club licence pursuant to the Liquor Control Act 1988.

Identifying the needs of a Volunteer Management Plan.

The Sorrento Bowling club is a highly successful club with over 600 members. There are over 100 active volunteers that are managed on an ad hoc basis. If we are to maintain / increase the quality of service delivery to our client, increase membership and ensure that we retain the volunteers it is essential for us to develop and implement a focused plan.

Achieving the goals of Volunteer Management Plan

The process of development, implementation and delivery of the plan will provide our Organisation with a consultative, integrated and focused approach to the challenges of recruiting, retaining and managing volunteers.

Furthermore, it will provide of comparison in regards to judging the success of implementing identified strategies.

Framework of Volunteer Management Plan

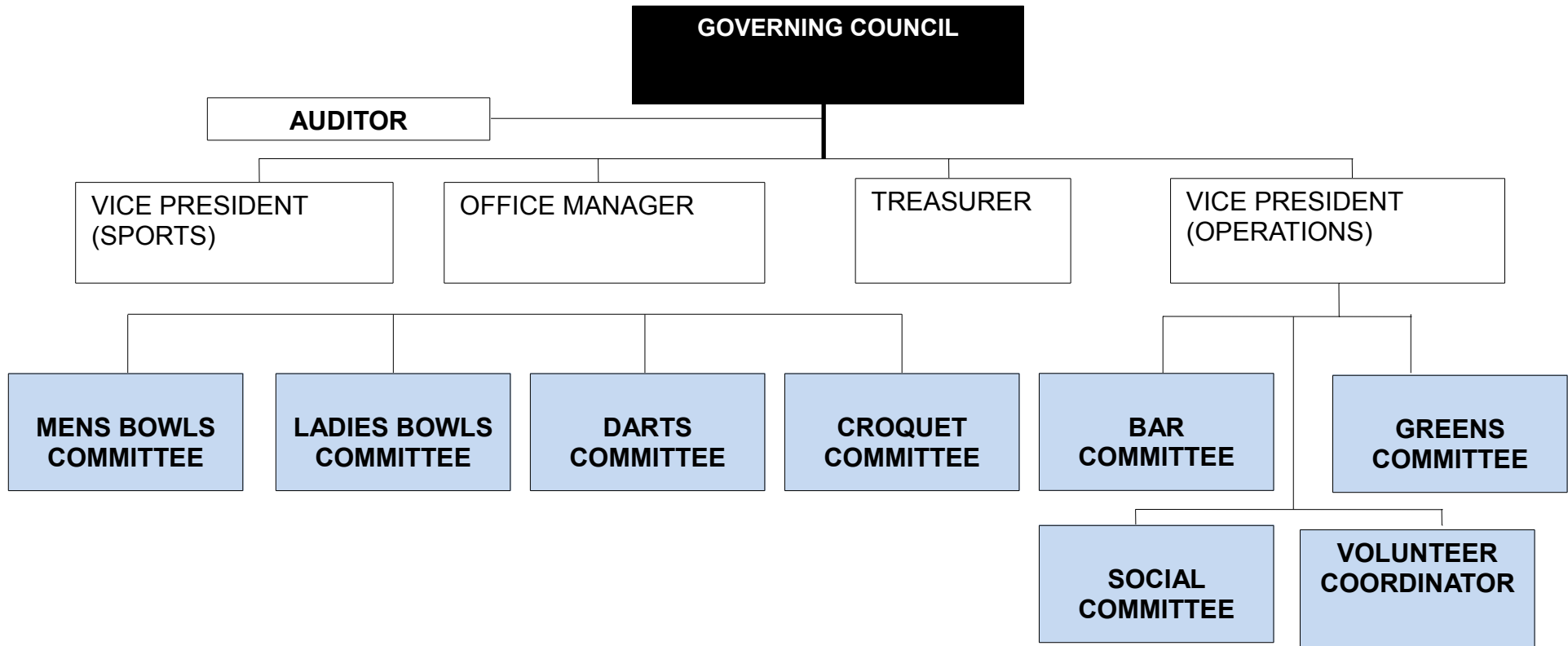
The development of the Volunteer Management Plan has consisted of the following steps:

1. Identifying key stakeholders in the development of plan.
2. Facilitated planning session.
3. Development of draft plan.
4. Review process with key stakeholders.
5. Modifications to draft document.
6. Voting in of plan at Board of Governance meeting / minuted.

The plan identifies:

- Key result areas
- Strategies
- Key performance indicators
- Timelines
- Identification of responsible officers

SORRENTO BOWLING CLUB STRUCTURE



Goal – To implement strategies that increase the volunteer numbers within the Club

Outcome	Strategies	KPI	Rate	Comp	Res	Budg
Implement a Volunteer Coordinator	1. Develop strategies to introduce volunteer coordinator.	<ul style="list-style-type: none"> • Role description of Volunteer Coordinator established. • Identify possible person for Volunteer Coordinator position. • Provide ongoing support to position 		<p>Done</p> <p>Done</p> <p>Ongoing</p>		
Ensure that all volunteer positions are filled	1. Establish list of volunteer positions	<ul style="list-style-type: none"> • Brainstorm a list of required volunteers for before, during and after season. • Group volunteers into areas (coaching, admin, support, etc) 		<p>Done</p> <p>Done</p>		
	2. Establish table to clearly identify the commitment for each volunteer position	<ul style="list-style-type: none"> • From list above, define: <ul style="list-style-type: none"> • Duties of volunteer • Skills required • Hours per week / month required for each position. • Support that can be given to each position (training, mentoring etc) <p>NB – during this process investigate possible flexible options for volunteers. Is it possible for two</p>		<p>Done</p> <p>Done</p> <p>Done</p> <p>Done</p> <p>In</p>		

		friends to works same job, split duties for FIFO works etc)		Progress		
	3. Implement strategies to support volunteer recruitment.	<ul style="list-style-type: none"> • Develop a range of recruitment strategies for volunteers. • Develop database to store volunteer contacts. • Support Volunteer Coordinator. 		In progress		
				In progress		
				Ongoing		

SCREENING AND INDUCTION

Goal – To ensure all volunteer positions are filled with appropriate volunteers.

Outcome	Strategies	KPI	Rate	Comp	Res	Budg
Establish processes to ensure volunteers are matched with appropriate positions.	1. Develop a code of conduct for volunteers	<ul style="list-style-type: none"> Establish a code of conduct for volunteer. Ensure all volunteers site and sign codes. 		In progress		
	2. Develop a culture of only placing people appropriate for the position rather than just filling positions.	<ul style="list-style-type: none"> Governing Council support decisions are not engaging volunteers not appropriate for positions. Support volunteer coordinator in this process. 		Selection process Ongoing		
	3. Ensure that all processes implemented for volunteer.	<ul style="list-style-type: none"> Appointment in line with constitution. National Police check completed as required. Working with Children check completed as required. 		Ongoing In place In place		
	4. Provide all new volunteers with a letter of induction from Board of Governance outlining the roles and responsibilities of volunteer position.	<ul style="list-style-type: none"> Develop letter Review draft Make required changes Implement letter Review letter. 		Done Done Done Done		

Learning and Development

Goal – To implement training and development strategies for volunteers.

Outcome	Strategies	KPI	Rate	Comp	Res	Budg
Establish processes to ensure volunteers are matched with appropriate positions.	1. Deliver training for coaches	<ul style="list-style-type: none"> • Establish annual calendar for training of coaches. • Map out a longer term plan for specific coaches. • Identify whether SBC will pay for training. • Identify individuals to undertake training. • Approach and secure individuals. • Review annually 	<p>In progress</p> <p>In progress</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>			
	2. Deliver training for officials.	<ul style="list-style-type: none"> • Establish annual calendar for training of officials. • Map out a longer term plan for specific officials. • Identify whether SBC will pay for training. • Identify individuals to undertake training. • Approach and secure individuals. • Review annually 	<p>In progress</p> <p>In progress</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>			

	3. Ensure all volunteers and paid staff fulfil Responsible Service of Alcohol requirements	<ul style="list-style-type: none"> Review annually the requirements required for the club in regards to RSA. 	Ongoing			
	4. Complete an annual 'tune up' for Board of Governance.	<ul style="list-style-type: none"> Establish a calendar of training / mentoring for the members of the Board of Governance. Implement calendar Review annually. 	In progress In progress Ongoing			

RETENTION AND RECOGNITION

Goal – To implement retention and recognition strategies

Outcome	Strategies	KPI	Rate	Comp	Res	Budg
Annual retention and recognition strategies implemented.	5. Identify and establish short and annual strategies to recognise and retain volunteers	<ul style="list-style-type: none"> Identify possible strategies, both short term (emails of thanks, volunteer of the month etc) and annual (events to recognise volunteers) http://www.volunteering.com.au/working_with_volunteers/volunteer_management/recognising_volunteers.asp for examples. Establish calendar Implement calendar Review monthly Reset annually. 		Part complete and ongoing Ongoing Ongoing Ongoing Ongoing		

Succession Planning

Goal – Successful succession processes implemented throughout the club.

Outcome	Strategies	KPI	Rate	Comp	Res	Budg
To establish and implement strategies to ensure successful succession at SBC.	<ul style="list-style-type: none"> Identify key positions that suit succession planning and implement strategies. 	<ol style="list-style-type: none"> Committee to identify positions for succession planning. Establish strategies for each position. Approach identified people. Implement strategies Review annually 		<p>Done</p> <p>In progress</p> <p>In progress</p> <p>In progress</p> <p>Ongoing</p>		

Review

Goal – Annual review of Volunteer Program completed

Outcome	Strategies	KPI	Rate	Comp	Res	Budg
Review of Volunteer Plan completed	<ul style="list-style-type: none"> Implement strategies to review and modify the SBC Volunteer Program. 	<ol style="list-style-type: none"> Set date for review to occur. Establish questionnaire to send to volunteers to look at each of the areas identified in this plan. Develop draft report Present report to Board of Governance. Final review completed. Identify recommendations to implement. Promote report to club members and key stakeholders. 		<p>Done</p> <p>In progress</p> <p>In progress</p> <p>Pending</p> <p>Pending</p> <p>Pending</p>		