

1. PURPOSE

The purpose of this Volunteer Management Plan is to provide policy-based guidelines and methods for the effective management of Old Barker FC volunteers.

2. STRUCTURE

This Volunteer Management Plan analyses the volunteer management practices of Old Barker FC to determine volunteering issues currently facing the organisation.

The plan presents strategies for recruiting volunteers, appropriately selecting volunteers for particular jobs, providing training plus the orientation and induction of volunteers.

Strategies for rewarding and recognising the contributions of volunteers within the club are identified.

3. IMPLEMENTATION

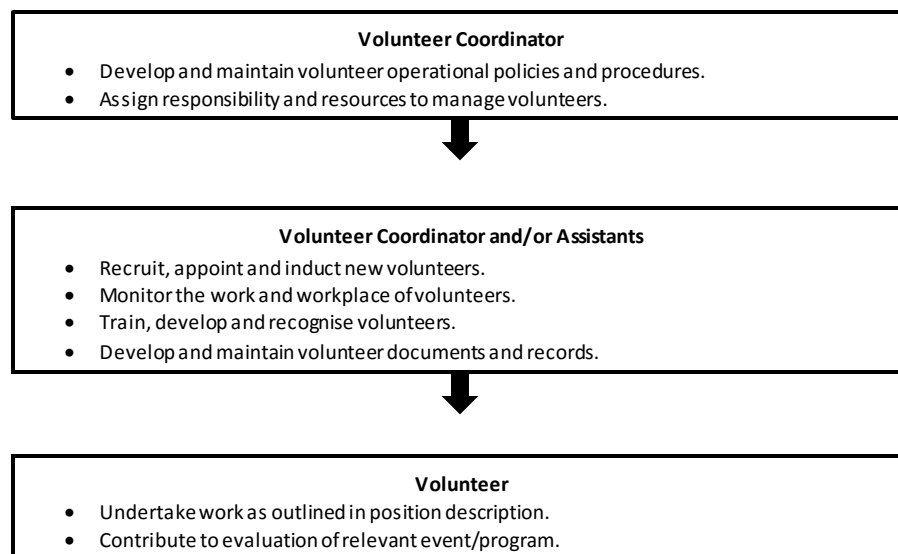
The implementation of this plan should involve annual reviews. These reviews should be conducted in line with the reviews of the club's Development Plan and should involve the club's volunteers.

This plan should be tabled regularly at Management Committee meetings to ensure that it is implemented throughout the season.

4. VOLUNTEER MANAGEMENT SYSTEM:

Old Barker FC will ensure that volunteers are managed within a defined system by capable personnel with the authority and resources to achieve desired outcomes.

The Club has adopted the following system:



PLANNING:

During the creation of this document, Old Barker has achieved the following items to assist with the implementation of our VMP in the future:-

- Appointed Matt Vickers to the role of Volunteer Coordinator.
- Developed its Volunteer Management System which includes appropriate contacts and support networks for volunteer
 - o We will have clear and open management structure outlined on our website;
 - o We will formalise roles of volunteers and support this by identifying volunteers on the OB FC website to make roles official. This allows the club participants a clear understanding of club roles. Contact details will be provided.
- Completed a volunteer record & identified which volunteers are still required. Outlined as follows;
 - o 2x Div 6 Managers;
 - o 1x PL Manager;
 - o 1x Womens manager;
 - o 1x President
 - o 1x Treasurer
 - o 1x Secretary
 - o 2x coach's – 1x PLMAA, 1 WAA
- Completed position descriptions for each volunteer position in the Club.
 - o See attached description at end of VMP report.
- Put together a volunteer guidebook for each available position – ready for use during the recruitment phase. – we use role guides for this process;
 - o Provided verbally and reiterated in role definitions. Attached to submission of this document

N.B. Old Barker FC do not currently require any of its volunteers to obtain the necessary Working with Children Checks as the Club does not cater for youth football and therefore none of its members are placed in situations requiring such checks for all applicable positions.

RECRUITMENT:

OLD BARKER FC will obtain its volunteers from varied sources. They may be members themselves, parents of members, past members, devotees, friends or relatives and people from the local community.

When recruiting volunteers, Old Barker FC will ensure it sells itself to potential helpers by talking about the benefits of being associated with the Club. We have identified the following as benefits for potential volunteers in no particular order:-

- Giving back to the community
- Good corporate governance experience for younger business minded members
- Drive the direction of the club
- Support a club that provides you a lot of enjoyment
- Get a greater appreciation of club participant time investments
- Maintain a link to your high school
- Build your social network

Old Barker FC recognises that finding volunteers takes an investment of time and effort from existing volunteers. In identifying the methods most suitable for finding volunteers, the club will be investigating and pursuing the following recruitment strategies:-

- Provide a very open approach to club management
- Encourage a broad distribution of club responsibilities
- Up skill younger club members with an understanding of the club management roles
- Provide a very friendly culture to maximise enjoyment for all parties engaged in the club
- If time constraints are significant then provide club membership incentives
- Liaise with Barker College to keep the pipeline of interested players joining and growing the club
- Make sure that there are active participants from all squad levels. This has been particularly successful amongst the women where individuals are becoming more engaged.

ORIENTATION:

Old Barker FC understands the significance of inducting each of its new volunteers to ensure volunteers feel comfortable and supported both upon induction and as they settle into the role. Old Barker FC will

- update new volunteers on the Clubs Member Protection Policies and
- satisfy the orientation checklist below:-
- Record name, address and contact details of each volunteer into database
- Provide an orientation guidebook or kit
- Provide copies of current newsletter, annual report and recent marketing/promotional material
- Provide a copy of the Club Constitution
- Introduce the Club's culture, history, aims, goals, key information
- Familiarise volunteers with facilities, equipment and resources
- Introduce key volunteers and/or staff
- Outline the roles and responsibilities of key volunteers and staff
- Detail the roles, responsibilities and accountabilities of the volunteer in their new position
- Explain and 'walk through' emergency and evacuation procedures at Clubhouse/home ground
- Familiarise volunteers with the Club's day-to-day operations relevant to their **position**

Commented [PO1]: Only keep what is relevant.

- The mission statement of the VMP is to make sure volunteers act with the following principles;
 - Enhance the enjoyment of club participants;
 - Make club communications simple and understandable;
 - Ensure that players act with respect to their fellow team mates;
 - Be open to feedback and, as a volunteer, don't be afraid to ask for help from club management.
- Role definitions for volunteers are clearly outlined at each AGM and are provided to each nominated committee member.
 - Squad managers look after match day activities including communicating squad selection, arranging match cards and assessing player eligibility.
 - To support the above, we typically induct any potential volunteer over the preceding year by shadowing the current volunteer. This is much more effective than providing a manual of instructions... it does however require planning over a year in advance for potential volunteers. We are managing this well.

TRAINING & DEVELOPMENT:

Old Barker FC recognises the importance of providing its volunteers with additional training to educate and prepare them for their role. This will also be implemented with existing volunteers taking up a new role within the Club. Old Barker FC identify the following as beneficial training methods for incoming volunteers:-

- We endeavour to maintain a broad footprint of members on our committee. This reduces keyman risk and allows a greater number of people exposure to club management roles
- We attempt to align individual skill sets with various club management roles and groom younger members for the future possibility of managing club responsibilities

Old Barker FC plans for existing volunteers to undertake additional training which will enable them to perform their current role with greater efficiency, or to aid in their preparation for their new role.

- Where club participants are engaged in training other squads we encourage them to undertake training courses to provide new skill and techniques.

- We never typically bring in new management committee members without providing a year of overlapping support from leaving management ;
 - New PL manager is Philip Spruce, he has been shadowing Andrew Wiadrowski for 2015;
 - Chris Chong, current treasurer shadowed Al Jones in 2013;
 - Jonathon Herdman shadowed Lach Moloney as Div 5 manager in 2014;
 - Eva Akopian has been invited to management meetings for the last 12 months to formally take up her role in club.

APPRAISAL:

Old Barker FC is committed to ensuring volunteers understand how their performance has compared to the needs or expectations of the Club. Old Barker FC will analyse what was successful and what wasn't by asking questions such as; did the volunteer complete tasks as per their job description or was the job description accurate and reflective of the tasks actually performed? Old Barker FC propose the Volunteer Coordinator will conduct the appraisal process with assistance from Club committee members. Old Barker FC will endeavour to complete this process informally each season and every three years in more detail.

As indicated, because our club does not incorporate junior teams, most of the teams are encouraged to be autonomous to some degree. We provide structure, facilities, equipment, training, logistical and social support to all teams. However typically teams are self-managed by a participating member.

REWARDS & RECOGNITION:

Old Barker FC will recognise and reward its volunteers and provide benefits to the individual. We hope this will result in continued improved performance and an increase in retention for our volunteer base. Old Barker FC also recognises the importance of delivering consistent positive messages to its volunteers and understands this process is on-going, not just at the end of the season. Rewarding volunteers should stem from genuinely valuing their efforts and commitment. Volunteer reward and recognition initiatives identified by Old Barker FC include:-

- In the rare instances where we engage an external party for services (like a non-affiliated coach), we will try and provide a nominal fee for services. This is not at any market rate but is more of a broad gesture of recognition for the involvement of the external party. The financial constraints of the club are very clearly articulated to any volunteer in this position prior to joining the club.
- As most volunteers who serve the clubs interests are also playing members, there is not a significant cause for broad recognition. The manner with which the club fosters its culture has created a sense of appreciation amongst players of the work that management committee personnel perform.
- We are exploring life membership awards for club volunteers who have provided service to the club over long periods of time. This public recognition may help to encourage participation of new management personnel in the future.

RETENTION OR REPLACEMENT:

Old Barker FC will include processes for obtaining feedback from its volunteers which will be centred on Old Barker FC's Volunteer Management System. This process is formalised by the NSFA feedback survey. We also maintain a broad and open dialogue with members.

Old Barker FC will use the information obtained through these processes so that it can improve its policies and procedures. Old Barker FC has being fortunate to retain a stable committee and core volunteer base but accepts that continually revisiting VMP strategies is sound practice. Old Barker FC will use the following ideas to assist in the retention of its volunteers and Old Barker FC is committed to improving the VMP as an on-going process.

- Outlining initial terms of volunteer service are, unless circumstances prevent, two years. This allows incumbent volunteers to on skill new volunteers and maintain skills and knowledge base;
- Provide a club recognition award that leaves a legacy that other members might be encouraged to become a part of.

Role Summaries – FFA guided

Peter Gregory – Bob’s FC Position Description – President

JOB TITLE:

President

OBJECTIVE:

To ensure the club promotes the participation and achievement of its teams. Ensure the club is run efficiently administratively, financially and socially to support all on-field activities.

The President helps the committee prioritise its goals and keeps the committee on track by working within the club’s framework. At an operational level, the major function of the President is to facilitate effective committee meetings and manage the clubs relationship with Barker College and associated stakeholders.

RESPONSIBILITIES:

- Ensure committee members, team manager and coaches fulfil their responsibilities to the club.
- Attend FFA and Council meetings/forums where relevant.
- Manage/Chair committee meetings and the clubs AGM.
- Discuss the agenda items prior to each committee meeting with the Secretary and ensure that it is circulated to relevant members in plenty of time.
- Report activities of the club to the membership of the AGM.
- Ensure that planning and budgeting for the future is carried out in accordance with the wishes of members.
- Review Constitution, By-Laws and Rules of Competition.
- Adopt risk management, smoke free, sun smart, code of conduct and safe alcohol policies.
- Be a facilitator for club activities.
- Be available to handle any disputes.
- Liaise with relevant stakeholders including local Council, Sponsors and Alumni network.

RELATIONSHIPS:

- The President reports to the club’s members and General Committee of the club.
- A close relationship is required with all FFA departments.
- Supports all managers, committee members, coaches, players and staff.

ACCOUNTABILITY:

- The President is accountable to the members and General Committee of the club.
- The estimated time commitment required as the President is 3-4 hours per week.

ESSENTIAL SKILLS:

- Well informed of all club activities.
- Aware of the future direction and plans of club meetings.
- Able to chair committee or executive meetings.
- A good understanding of league requirements at local, regional and higher levels.
- Possesses a good working knowledge of the club's Constitution, rules and the duties of its office holders and sub-committees.
- Well versed in the rules or procedures for varying meeting types and unbiased and impartial on all issues.
- Well informed about the purpose of any meeting and items to be covered and is able to avoid repetition, arguments, interruptions and deviation from the matter under discussion.
- Receptive to change.
- Dedicated club person.
- Be approachable.

DESIRABLE SKILLS:

- Ability to plan events and activities for a year.
- Financial skills/knowledge.
- Empathy.
- Communication and negotiating skills.
- Listening skills.

Christopher Chong – Bob’s FC
Position Description – Treasurer

JOB TITLE:

Treasurer

OBJECTIVE:

To ensure that a financial management and reporting system is put in place and operable so the club committee has an accurate understanding of the financial status of the club at all times.

RESPONSIBILITIES:

- Prepare budget, in consultation with the committee to reflect income and expenditure of the club for presentation at the first meeting of the year.
- Ensure all staff, team managers and coaches do not exceed authority ceilings for financial expenditure without reference to the General Committee.
- Attend to general banking activities.
- Maintain accurate records of income and expenditure.
- Report to the General Committee on an ongoing basis.
- Present all accounts for payment for approval.
- Arrange invoices for periodical payments.
- Make details of all accounts available to the club committee and members as provided in the Corporate Affairs Act.
- Organise collection of funds from various events for banking.
- Oversee and seek reports of all other accounts held by sections of the club.
- Ensure all taxation commitments are met by the club.
- Ensure the club finances are appropriately audited.
- Prepare annual financial accounts for auditing and provide the auditor with necessary information.
- Report activities of the portfolio to the membership at the AGM.
- Be one of several signatories – two on each club cheque.
- Monitor sponsorship funds.
- Attend club committee meetings.
- Liaise with FFA regarding financial payment system.
- Attend FFA financial training session as required.

RELATIONSHIPS:

- Reports to the President and General Committee.
- Liaise with all members of the Club with financial responsibility.
- Liaise with external creditors and debtors.

ACCOUNTABILITY:

- The Treasurer is accountable to the President and General Committee.

- The Treasurer shall seek ratification from the General Committee of a club budget, including debt reduction and there after shall have the authority to act within the limits of the budget and strategy approved.
- The Treasurer shall provide a monthly report to the General Committee of all financial transactions.

The estimated time commitment required as the Treasurer is up to 2 hours per week.

ESSENTIAL SKILLS:

- Enthusiastic and well organised.
- Ability to keep sound records.
- Ability to allocate regular time periods to maintain the books.
- Diligent with receipts and money.
- Ability to work in a logical and orderly manner.
- Willing to learn new skills if necessary.
- Dedicated club person.
- Honest and trustworthy.

DESIRABLE SKILLS:

- Financial accounting experience.
- Negotiating skills.
- Computer skills.

Matthew Vickers – BOB's FC
Position Description – Secretary

JOB TITLE:

Secretary

OBJECTIVE:

The club secretary is primarily responsible for all administration duties and provides the coordinating link between member, the committee and various stakeholders.

RESPONSIBILITIES:

- Establish a meeting schedule for General and Executive Committees for the current year.
- Provide secretarial support to the committee, including preparing agendas in consultation with the President.
- Collect and collate reports from office bearers.
- Prepare minutes of all committee and General Meetings of the club, distribute them in accordance with the club's Constitution and file appropriately.
- Collate and arrange for the printing of the annual report.
- Prepare a comprehensive report of all activities of the club for presentation to members at the AGM.
- Maintain an accurate copy of the Rules and By-Laws of the club.
- Maintain registers of members' details plus life members and sponsors.
- Be familiar with the roles of the Club, Competition, FFA and any other body that has governance. Give advice to the President and committee as required.
- Receive all correspondence directed to the club, inform President, react, follow up and distribute to appropriate members.
- Ensure all licenses required by the club are current.
- Coordinate team reports for club newsletter, email.
- Complete annual statements as required by the Incorporations Act.
- Maintain sponsorship records.
- Notice to FFA and relevant stakeholders regarding changes to committee members and key contacts.

RELATIONSHIPS:

- President and General Committee.
- Liaises with all team managers, coaches, players, parents and club staff.
- Will be in regular contact with FFA, Council and other external stakeholders.

ACCOUNTABILITY:

- The Secretary is accountable to the President and General Committee.

The estimated time commitment required as the Secretary is 2-3 hours per week during the season. This may be increased at the beginning of the season.

ESSENTIAL SKILLS:

- Enthusiasm and dedication.
- Good leadership skills.
- Good listening ability.
- Effective communicator.
- Clear thinker and positive attitude.
- Able to maintain confidentiality on relevant matters.
- Ability to control and supervise others.
- Organise and delegate tasks.
- Well organised.
- Dedicated club person.

DESIRABLE SKILLS:

- Minute taking skills.
- Typing/computer skills.
- Negotiating skills.
- Empathy with varying groups of people.
- Coffee making skills
- Excellent phone manner
- If male, excellent beard growing ability

Matthew Robinson – Bob’s FC
Position Description – Registrar/Administrator

JOB TITLE:

Registrar / Administrator

OBJECTIVE:

To manage and administer the club’s membership in an effective and efficient manner. This includes close liaison with Football Federation Victoria through the MyFootballClub database system.

RESPONSIBILITIES:

- Develop and maintain strategies for the ongoing expansion of the membership base of the club.
- Develop proposal for membership fees and arrangements for the ensuing season for consideration by the General Committee.
- Liaise with team coaches and team managers to ensure all membership fees are collected in a timely and efficient manner.
- Provide the committee with recommendations for improvements to membership practices for consideration prior to the Annual General Meeting.
- Provide membership packages to all members, including life members.
- Ensure life members receive their memberships prior to the commencement of the season.
- Provide all members’ details to the Secretary to maintain the club database.
- Follow up with a reminder letter to those members from previous years, who have not renewed their membership.
- Understand FFA MyFootballClub system and attend ‘System Training’ session at the beginning of the season or as required by FFA or the club.
- Liaise with FFA as required to keep accurate club contact details (President, Secretary, Treasurer) using the MyFootballClub system.
- Implement Privacy Act regarding all membership information.
- Assist the club and FFA to promote and implement the self-registration option via MyFootballClub.
- Check club email address on a daily basis for updated Registration information.
- Process registrations via MyFootballClub as required for members (players, volunteers, coaches etc).
- Maintain member details as required by MyFootballClub.

RELATIONSHIPS:

- The Registrar/Administrator reports to the President, Secretary, Treasurer and General Committee.
- Liaises with FFA Registration Team, Competitions Department and Finance Team.
- Will have a close relationship with team coaches and team managers.

ACCOUNTABILITY:

- The Registrar/Administrator is accountable to the President, Secretary and Treasurer.

The estimated time commitment required as the Registrar/Administrator is up to 2 hours per week. This will be increased at the beginning of the season.

ESSENTIAL SKILLS:

- Computer literate in the various Microsoft applications.
- Good communication skills.
- Passionate about the club and dedicated to improving club practices.
- Well organised and able to work under pressure, especially at the beginning of the season.
- Financial skills/knowledge.
- Report writing skills for General Committee reports.
- Knowledge of the club membership packages and external requirements (FFA membership fees etc).
- Adept at interfacing with MyFootballClub website.

Andrew Wiadrowski / Philip Spruce & Lachlan Moloney – Bob’s FC
Position Description – Team Manager

JOB TITLE:

Team Manager

OBJECTIVE:

To ensure the successful management of the team and welfare of the players in their care, whilst making sure that all off field matters are dealt with efficiently and timely. Provide support to the coach and any support staff.

RESPONSIBILITIES:

- Liaise with all team members, parents, coaches and officials to ensure all are informed of training, competition and club functions.
- Attend to administration matters as directed by the secretary.
- Liaise with the players, coaches and the General Committee, acting as a liaison officer between the club and the team.
- Document any problems that arise between team members, parents, coaches and supporters and present these to the Secretary or General Committee.
- Coordinate return of equipment to appropriate storage area after training and matches.
- Coordinate submission of team sheets and match reports to secretary after both home and away matches.
- Ensure all players pay their membership fees and other required payments on time.
- Determine weekly awards with appropriate coaches and support staff.

RELATIONSHIPS:

- Reports to the President and Secretary.
- Supports the coach, committee and other support staff.
- Liaise with players, parents and club supporters.

ACCOUNTABILITY:

The Team Manager will report to the President, Secretary and General Committee of the club, as well as the coach of the team they manage.

ESSENTIAL SKILLS:

- Good organisation skills.
 - Great communicator.
 - Able to prioritise tasks.
 - Passionate about the club and team.
 - Understanding of the rules and regulations of the competition.
 - Garden gnomes may at time be considered for this position.
- The estimated time commitment required as the Team Manager is up to 5 hours per week! (This represents the biggest time commitment of any position).

Old Barker FC Volunteer Management Plan