

Volunteer Management Policy



Policy Number:

Policy Date: 15th May 2017

This policy should be read and carried out by all who staff/board/clubs who engage volunteers to assist with various operations for Northern Territory Athletics Association Incorporated.

Purpose of the Policy

The purpose of policy is to provide a comprehensive policy and procedure in relation to recruitment, screening and selection, training and induction, volunteer management, retention, rewards and recognition.

Introduction

Volunteers play a critical role in ensuring the success Northern Territory Athletics, its clubs, events and the athletic community. Attracting and retaining dedicated volunteers is vital to the continued success of Athletics in the Northern Territory. Volunteers play an integral role in all our club & state competitions, out of stadia events and other programs interstate and sometimes overseas. Northern Territory Athletics is committed to providing volunteers with challenging and rewarding experiences.

Principles of Volunteering

- Benefits to volunteer & the community
- Work is unpaid
- Work is always a matter of choice
- Work is an activity performed for the Not-for-Profit ONLY
- Promotes human rights & equality
- Respects the rights, dignity, and the culture of others
- Work is not compulsorily undertaken to receive pensions or government allowances
- Not a substitute for paid work

Reasons People choose to be Volunteers

- To help others or the community
- For social contact
- Due to personal/family involvement
- To gain skills & experience
- For personal satisfaction

Organisational Overview

Northern Territory Athletics is the state sporting body, governed by Athletics Australia. The state association has 8 affiliated clubs, including 2 in Alice Springs and 1 in Katherine. The association is managed by a Board of Directors consisting of 7 members. Currently, the association employs 3 staff members and 3 contractors.

The Northern Territory Athletics mission is to lead, foster and encourage participation in athletics in the Northern Territory.

Volunteer Management

Volunteers will be appointed and managed by capable personnel with authority and resources to achieve desired outcomes.

The following Volunteer Management system will apply: -

General Manager

- The General Manager/Executive Officer will develop and maintain volunteer operational policies and procedures.
- Assign responsibility and resources to manage volunteers

Event Manager

- The Event Manager will be responsible for recruitment, appointment and induction of new volunteers.
- Monitor the work of volunteers and their work environment.
- Provide training and help develop and provide recognition to volunteers.
- Develop and maintain volunteer documents and records.

Volunteer

- Will undertake work as outlined in position description.
- Contribute to event/program evaluation at debriefing sessions

Recruitment & Selection

Recruitment

Northern Territory Athletics will assess opportunities where volunteers are required and ensure that the most suitable volunteer is selected for the appropriate role.

Where Volunteers are required, advertising will be organized via email, websites, newspapers and any other form of communication deemed appropriate.

Position descriptions have been developed for the various roles required, which clearly describe the range of skills, knowledge, personal qualities and responsibilities needed. The position descriptions also assist volunteers in the selection for the most suitable role for themselves.

Volunteer Expression of Interest forms have also been created to provide additional information including contact information, hours, times & dates of relevant event/program. These forms also allow the volunteer to select the desired role and indicate times available.

Northern Territory Athletics will use the Expression of Interest forms to decide on appropriate candidates for interviews and prepare a draft timetable for prospective candidates.

Both documents increase the likelihood of appointing suitable candidates and reduces confusion regarding responsibilities. They also provide a documented basis from which advice, guidance and performance management can be constructed.

Selection

The General Manager & Events Manager will be responsible for selection

Interviews will be conducted to learn about the volunteer, their background, skills, interests and also to explore any concerns.

Interview questions are designed to encourage responses that assist in assessment of relevant work, related experiences, relevant formal & informal education, integrity, initiative, ability to work with others, ability to work with others &/or alone and eagerness to work.

Reference Checks undertaken assist with the screening volunteers. Appropriate reference checks and screening must be undertaken before position is offered to preferred candidate. They confirm the background and skills of the applicants and provide an outside opinion on the suitability of that particular volunteer.

Suitable applicants will be shortlisted by the selection panel based on the information provided in the application, CV and cover letter. At the discretion of the selection panel, shortlisted applicants may be interviewed to determine a preferred candidate or the decision may be made solely on written documentation.

Interviews can be face to face or via telephone. All applicants must be asked the same standard questions. However, no questions about age, race, national origin, gender, sexual preference, marital status, dependents or religion will be asked.

Questions are based on ability of applicant to fulfil key responsibilities and fit with the organisational culture.

Applicants are notified of the outcome of their application in writing. Successful applicants are provided with an induction pack regarding their position and the organisation.

Screening

Northern Territory Athletics is both ethically and legally responsible to prevent discrimination, harassment and abuse from occurring in athletics.

The Athletics Australia Member Protection Policy requires all staff, members and volunteers to take steps to adequately screen people whose role requires them to have direct and unsupervised contact with children. Where programs and events involve children, all Volunteers are required to have or obtain a working with children card.

The Athletics Australia Member Protection Policy aims to maintain ethical and informed decision making and responsible behaviours within the sport of Athletics. It outlines the commitment to a person's right to be treated with respect and dignity and to be safe and protected from abuse. This Policy informs everyone involved in the sport of Athletics of his or her legal and ethical rights and responsibilities and the standards of behaviour that are required.

For further information regarding Screening requirements and State/Territory legislation refer to the Athletics Australia Member Protection Policy.

Induction & Training

Induction

The Induction process is an integral part of the volunteer management process. It familiarises volunteers with Northern Territory Athletics, its' facilities, out of stadia facilities and by providing information on the policies and procedures that outline their roles and responsibilities

Training

Training provides volunteers the opportunity to gain new skills and knowledge. Northern Territory Athletics is committed to providing relevant training for all appointed volunteers.

Volunteers are encouraged to develop and expand their personal and professional skills, identifying training opportunities where possible. Specific training for volunteers will be provided where appropriate and financially feasible.

Supervision & Evaluation

Supervision

Northern Territory Athletics will appoint an appropriate supervisor for each volunteer. The supervisor will be responsible for providing guidance, consultation, assistance and management of that volunteer.

Accurate records are required to be kept for safety and insurance purposes. Volunteers are required to sign in and out.

Evaluation

Periodic evaluations will be conducted to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer, and how they can improve their relationship with Northern Territory Athletics.

The aim of the evaluations is to include both an examination of the volunteer's performance of position responsibilities and discussions of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected. It is also that these evaluations are signed by both parties and filed securely.

All supervision and evaluation processes use the position descriptions as a reference point. The following components are recommended to be discussed and documented

- how the volunteer thinks they are doing in each area, and how they are enjoying their work
- feedback on the volunteer's performance, keeping comments positive, however clearly stating concerns

Volunteer Performance Dispute Procedure

Where a volunteer has been informed as soon as possible of any complaint concerning their performance of his/her work, instant dismissal may result. However, they will be provided an opportunity to discuss the situation.

The Event Manager will be required to outline how the volunteer must improve their performance. Any assistance needed by the volunteer to improve his/her performance will be identified and provided where possible.

A review date is also scheduled to evaluate the volunteer's performance, if there is little or no improvement at that meeting, further discussions to improve are undertaken. If the problem still persists, the Event Manager may terminate the volunteer appointment.

Volunteer Misconduct

Misconduct includes very serious breaches of Northern Territory Athletics' policies and procedures that warrant instant dismissal of a volunteer.

Examples of misconduct include:

- Theft of property or funds from Northern Territory Athletics
- Willful damage of property
- Intoxication through alcohol or other substances during working hours
- The disclosure of confidential information regarding the organisation to any other party without prior permission.
- Falsification of any of Northern Territory Athletics' records for personal gain or on behalf of another person.

Volunteer Recognition

Volunteer recognition is the crucial process of rewarding and motivating the people who have contributed positively to Northern Territory Athletics.

Northern Territory Athletics recognises volunteers at the conclusion of events and the Annual Awards Dinner. They also may be nominated for state awards at state functions.

Volunteer Records

Northern Territory Athletics will collect and maintain confidential personnel records for each appointed volunteer which will include:

- Expression of Interest form.
- Emergency contact details and next of kin information.
- Results of police checks and pre-employment reference checks.
- Records of attendance and training.
- Records of incidents and accidents.
- Payments and expense reimbursements.

A hard copy of all personnel records will be securely stored and managed by the Finance Manager

Confidentiality

All volunteers have a right to have their confidential and personal information dealt with in accordance with the principles of the national Privacy Act 1988.

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, members or other Northern Territory Athletics business.

Failure to maintain confidentiality may result in termination of the volunteer's relationship with Northern Territory Athletics or other corrective action

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