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## VOLUNTEERS: RECRUITMENT, RETENTION and RECOGNITION

### BACKGROUND

Volunteers are critical to the health and wellbeing of cricket. They are the life blood of the game in New Zealand. They contribute time, energy and expertise year after year to assist in the development of the game and its players. Without willing volunteers cricket in schools and clubs would fail to function effectively.

Cricket needs volunteers at all levels. Without these people we would not be able to provide cricket and coaching for the many thousands of our players. While cricket clubs, and increasingly schools, rely on volunteers, a source of new volunteers is always welcome.

A volunteer is someone who gives freely of their time, energy and skills to contribute to the community. He/she is extremely valuable and needs to be recognised as an integral part of your sporting organisation.

It is important that schools and cricket clubs are aware of the importance of the huge commitment of volunteers to the game, actively manage them, and appreciate and value their support and services. Too frequently, volunteers are undervalued and taken for granted.

This 'Club Assist' resource looks at how to grow, develop, keep and acknowledge the efforts and achievements of volunteers in cricket. It outlines a number of strategies for the recruitment and retention of volunteers with a strong emphasis on their careful management and positive recognition [see Appendix 1: Volunteering New Zealand].

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**NB:** While the emphasis in this resource is on volunteers in cricket clubs, it is equally applicable to volunteers involved with cricket in schools. In fact as the number of teachers volunteering to organise and run cricket has diminished, there has been an increasing need for schools to recruit volunteers from their community. To do this more effectively some secondary schools have set themselves up as 'Cricket Clubs' to better access resources, such as volunteers, from their community to assist organise and run their cricket [see School Support resource: 'Forming a School Cricket Club'].

## VOLUNTEERS IN CRICKET

Cricket needs volunteers for a variety of important **REASONS**:

- Cricket cannot afford to pay for all of the people required to organise, manage and run the game. Because cricket club membership subscriptions must be kept at a reasonable level to attract and retain members clubs need **VOLUNTEERS**.
- Cricket does not have, or cannot afford all of the expertise it requires so needs volunteers with the appropriate **TIME, EXPERIENCE, KNOWLEDGE** and **SKILLS** to assist sustain and grow the game.
- Volunteers are able to assist raise **FUNDS** to support the game and often have the personal contacts that are beneficial to cricket

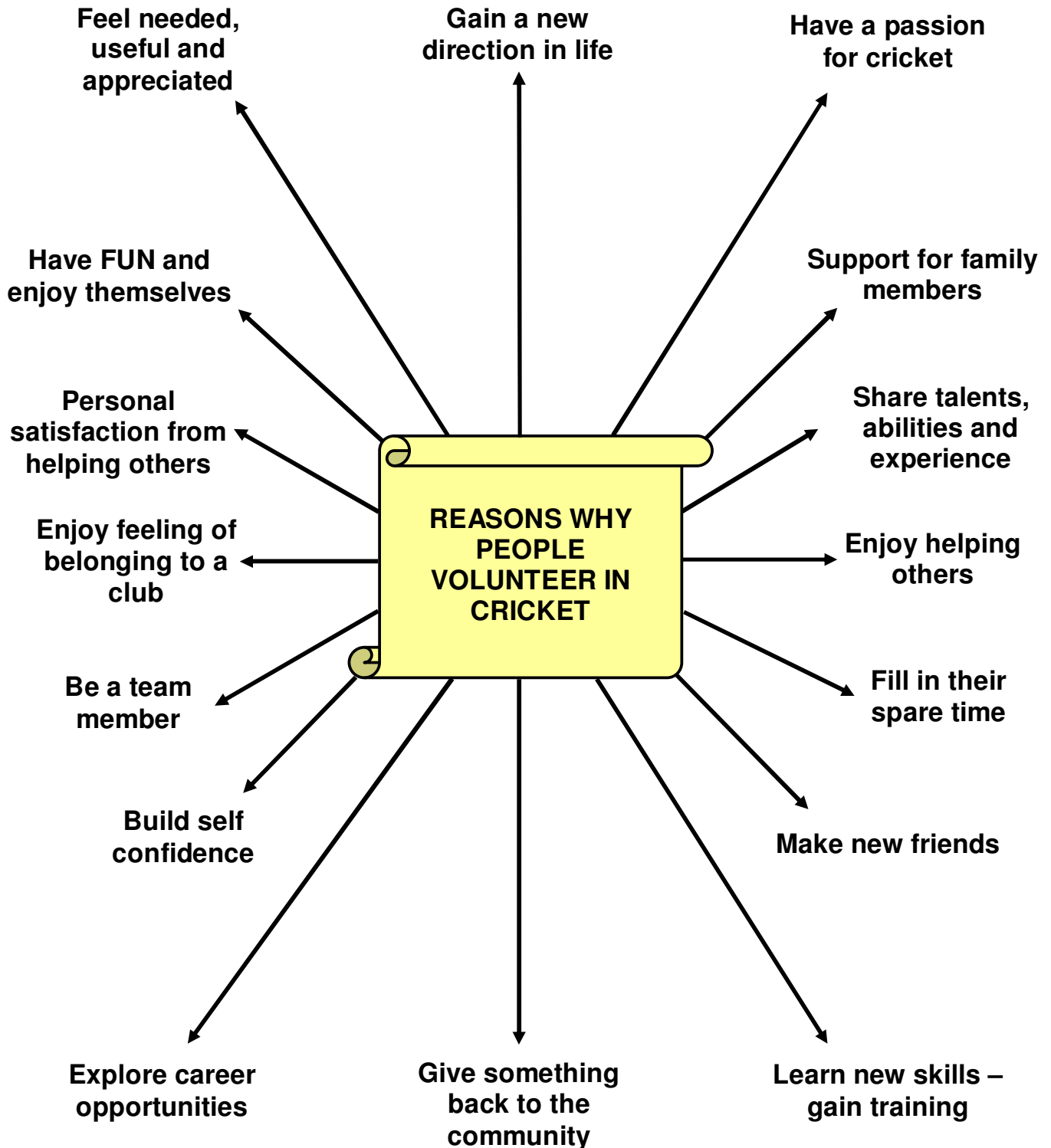
*'Cricket needs volunteers more than volunteers need cricket.'*

### SOURCES OF VOLUNTEERS

- Parents
- Grandparents
- Family
- Spouses
- Friends
- Work mates
- Players
- Ex-players
- Supporters
- Teachers
- Retired people
- Unemployed or part-time workers
- Students looking to do sports practicuumms

## WHY DO PEOPLE VOLUNTEER IN CRICKET?

The volunteers in cricket have two unique attributes: they work of their own free choice and they work for reasons other than money. To be able to work effectively with volunteers it is important to understand the **REASONS** why they volunteer and the motivation behind their reasons.



## WHY DOES YOUR CRICKET CLUB NEED VOLUNTEERS?

Volunteers are needed in cricket clubs to perform many tasks and fulfil various roles and responsibilities. It is important to be clear on why your cricket club needs volunteers.



People will volunteer to offer their services to undertake such roles and/or tasks provided their reasons for volunteering are met. If not, they are unlikely to continue.

It is essential that cricket clubs put in place practices that allow volunteers to gain enjoyment out of their participation by providing a good **VOLUNTEER MANAGEMENT** structure that supports and values their involvement.

## THE VOLUNTEER COORDINATOR

Most cricket clubs appoint people to key positions such as President, Treasurer or Secretary to provide direction to the club and to manage its finances and administration. Only a few have considered the way they manage one of their most important resources: **VOLUNTEERS**.

Why not appoint someone within your cricket club with responsibility for volunteers?

A **VOLUNTEER COORDINATOR'S** role is to drive your cricket club's **VOLUNTEER MANAGEMENT** programme as well as to provide ongoing support and be a point of contact for your volunteers [see Appendix 2: Position Description - Volunteer Coordinator].

A Volunteer Coordinator's **DUTIES** could include:

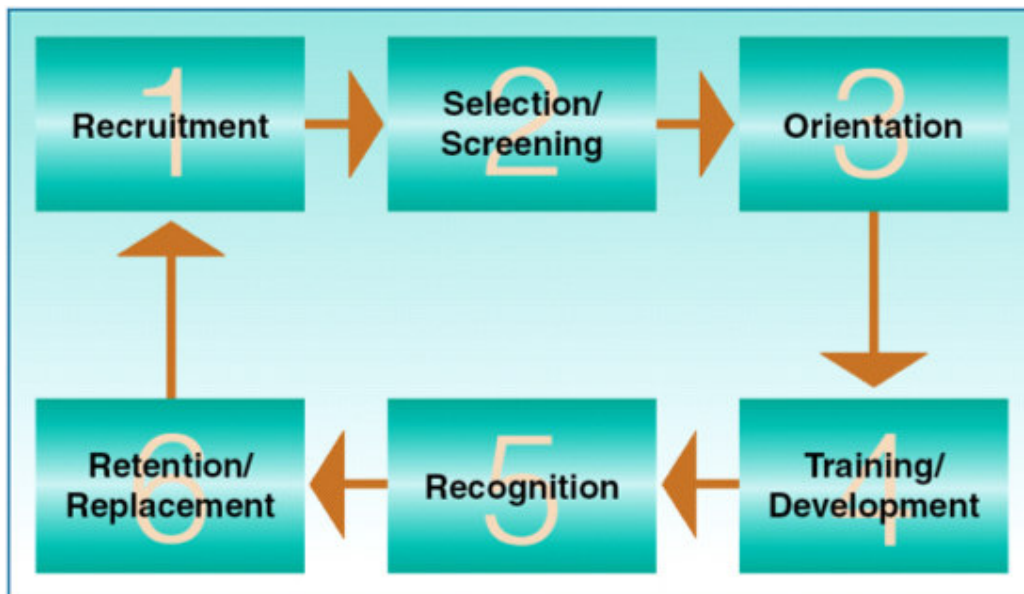
- Working out how many volunteers are needed in your cricket club and for what roles and/or tasks
- Developing position descriptions for each role and/or task
- Planning how and where to recruit volunteers
- Helping volunteers feel welcome and supported
- Organising selection and screening procedures
- Putting together an orientation kit and programme
- Preparing policies and procedures for volunteers
- Arranging training and education opportunities
- Looking after the cricket club volunteer database and records
- Developing ways to recognise and reward volunteer efforts
- Planning for volunteer retention and replacement

## VOLUNTEER MANAGEMENT IN CRICKET

**VOLUNTEER MANAGEMENT** is an essential function of every cricket club. It is about matching the needs and expectations of your volunteers with the needs and expectations of the cricket club. Volunteer management involves bringing appropriate volunteers into your cricket club, helping them develop a sense of commitment to the club, providing training and development opportunities, offering support, and recognising and rewarding their performance. Diagram 1 gives an overview of this process.

***‘Know your volunteers and their needs and expectations’***

Although these stages are numbered [1 to 6], volunteer management does not have a start and end point. It is a cyclical and ongoing process.



**Diagram 1: Volunteer Management Model**

1. **RECRUITMENT** - The process of attracting new volunteers to your cricket club
2. **SELECTION AND SCREENING** - Making sure you appoint the best person for the position and having processes that ensure that volunteers are suitable for the role and/or task they undertake
3. **ORIENTATION** - Once a volunteer has been appointed, making sure that they settle in, feel well informed and valued
4. **TRAINING AND DEVELOPMENT** - Ensure that all your volunteers have the knowledge and skills to perform their volunteer role and/or task to the best of their ability

5. **RECOGNITION** - Making sure that your volunteers know that the work they are doing is appreciated and valued by the cricket club
6. **RETENTION/REPLACEMENT** - Planning for and managing the process of volunteers leaving your cricket club so that it has as little impact as possible on the running of the club

When implementing a **VOLUNTEER MANAGEMENT PROGRAMME**, it is a good idea to develop an **ACTION PLAN**. This will help your cricket club adopt appropriate volunteer management **STRATEGIES** [see Appendix 3: Volunteer Management Action Plan].

When developing an action plan for your cricket club, try to incorporate each of the stages of the Volunteer Management Model [see Diagram 1]. For each stage, state **WHAT** you want to achieve, **WHEN** you want to achieve it and **WHO** will be responsible for doing it [see example below].

	<b>WHAT?</b>	<b>WHEN?</b>	<b>WHO?</b>
Recruitment	Develop position descriptions for each of the volunteer roles	Before start of season	Volunteer Coordinator in conjunction with relevant committee members
Selection and Screening	Develop policies and procedures for selecting and screening all volunteers	Before start of season	Volunteer Coordinator and Chairman
Orientation	Develop orientation session and information kit for all volunteers	By end of season	Volunteer Coordinator
Training and Development	Ensure all coaches have an appropriate coaching qualification	Before coach starts	Volunteer Coordinator and Coaching Director [Treasurer to administer budget]
Recognition	Send thank you letters to all volunteers	Ongoing	Volunteer Coordinator [Secretary to maintain database]
Replacement	Conduct exit interviews with all departing volunteers	Ongoing	Chairman or Volunteer Coordinator

***‘Volunteer management is all about putting people first.’***

## **1. RECRUITING VOLUNTEERS IN CRICKET**

**RECRUITMENT** is the process of attracting new volunteers into cricket. It is usually informal and being able to attract a pool of qualified volunteers into your cricket club can be a difficult task. Few people getting involved in cricket do so to become volunteers. Most join cricket clubs to play the game, and in the early stages of their involvement, they may appear uninterested in volunteering. However, if your cricket club is going to be successful in recruiting volunteers, then club management or the Volunteer Coordinator need to approach and ask people to volunteer. But make sure you get the right people! [see Appendix 5: Checklist for Recruiting and Retaining Volunteers]

### **WHERE DO YOU FIND YOUR VOLUNTEERS?**

Ways to attract and recruit volunteers are:

- Some local authorities have organised volunteer schemes. If so register your cricket club
- Check past and present cricket club membership lists for potential volunteers
- Conduct a skills audit of your cricket club to identify potential volunteers
- Produce volunteer information kits – including position descriptions for each volunteer role and/or task
- Provide new members with information on ways they can get involved with your cricket club as a volunteer
- Write a letter of invitation to members inviting them to volunteer
- Approach golden oldie clubs and teams
- Promote your cricket club and volunteer roles at local retirement organisations
- Offer young members the opportunity to become volunteers. Use existing and experienced volunteers to act as mentors
- Hold ‘bring a friend’ social events
- Organise ‘recruitment’ drives using current volunteers to promote the cricket club and its activities
- Use community newspapers to advertise your cricket club and volunteer roles
- Produce posters and/or pamphlets to promote your cricket club and volunteer roles. Distribute these to where potential volunteers may visit

- Organise community notices on local radio stations
- Advertise for volunteers on your cricket club's website
- Promote your cricket club at local secondary schools as part of their year 12 and 13 physical education and leisure studies, particularly if a Community Cricket Coordinator is running a 'Cricket Leadership Course' with them
- Approach tertiary institutions who require their sports students to complete a practical experience component in their courses
- Talk to service clubs

### WHAT CAN YOU OFFER YOUR VOLUNTEERS?

Your cricket club is just one of many competing for volunteer assistance and people's time. What makes your cricket club special or attractive for the volunteer? Promote the positive aspects that your **CRICKET CLUB** offers to volunteers:

- **New friendships**
- **New skills**
- **Sense of belonging**
- **Rewards of involvement**
- **Exciting opportunities**
- **Competition**
- **Training and personal development**
- **Trips, visits and social occasions**
- **Close up view of matches and 'high profile players'**

In order to recruit volunteers effectively, cricket clubs need to emphasise the opportunities that volunteering provides for social contact, for a sense of satisfaction from giving of their time, and for doing something worthwhile in the community.

## PREPARING VOLUNTEER POSITION DESCRIPTIONS

During the recruitment process, volunteers should be provided with a realistic preview of what a position entails. Volunteers need to know the size and nature of the role and/or task ahead of them before deciding to commit their time and energy. This is where an adequately prepared position description is most useful [see Appendix 4: Example Volunteer Position Description]

A volunteer position description needs to include the following:

- **Position title**
- **Reports to**
- **Purpose of Role/Task**
- **Knowledge and Skills [if needed]**
- **Responsibilities and Duties**
- **Time Commitment**

## 2. SELECTING AND SCREENING VOLUNTEERS

The **SELECTION** process involves choosing the individual who best meets the requirements of a position. In many cricket clubs there is no choice because of the few people available to volunteer their time. If there is the need for a selection process, then depending upon the level of the position, the steps involved may include **SCREENING**, formal interviews and reference checks.

If your cricket club needs to undertake a selection process the following volunteer recruitment and selection **CHECKLIST** may be of value:

- **Appoint a Volunteer Coordinator**
- **Conduct a job analysis**
- **Prepare a job description**
- **Develop and implement a recruitment plan**
- **Screen applications and select volunteers to be interviewed**
- **Conduct interviews and select successful volunteers**
- **Where appropriate check volunteers' references**
- **Notify successful volunteers and set up a time for orientation**
- **Notify unsuccessful volunteers**

### 3. ORIENTATION

**ORIENTATION** is about making sure that once a volunteer has been appointed in your cricket club, they settle in, feel welcome, special and appreciated from the start. It is important to provide new volunteers with an orientation, that includes:

- **A welcome to your cricket club**
- **Details of their position**
- **Information on the operation of your cricket club**
- **Support that will be provided to them**
- **Introductions to key people in your cricket club**

Taking up a new position is a critical period for new volunteers and for your cricket club. If they are new to your cricket club, volunteers are making a transition from being an outsider to an insider, and cannot be expected to immediately understand the requirements of their new position or how the club functions on a day-to-day basis. A well designed orientation process reduces stress on new volunteers, makes them feel welcome and may reduce the likelihood of turnover.

### 4. RETAINING VOLUNTEERS IN CRICKET

Encouraging people to be volunteers in your cricket club is perhaps the easiest part of the process. Retaining them is far more of a challenge. Remember volunteers want to feel welcome, part of the team, needed and valued.

The goal of **VOLUNTEER RETENTION** is to develop a sense of commitment to your cricket club among volunteers. Volunteer turnover will occur, but high rates of turnover can hinder the capacity of your cricket club to deliver a high quality range of services expected by members. Therefore it is crucial for your cricket club to retain volunteers. After bringing volunteers into your cricket club, the role of volunteer management is to develop a sense of commitment to your cricket club and to their role; provide for training and development opportunities; offer support; recognise and reward performance; and when necessary, actively replace volunteers as they leave.

## **TRAINING and DEVELOPMENT**

It is crucial to recognise the importance of supporting and recognising volunteers so they feel valued and are able to fulfil the position they have been given.

**EDUCATION** and **TRAINING** is a vital component of a good volunteer management programme. Volunteers who are offered some form of training are more able to carry out their duties effectively and confidently. Trained volunteers become a valuable **ASSET** to your cricket club. Administration and club management, coaching, officiating, and sports medicine are areas in which a volunteer can be trained.

Training should not only be offered to new recruits. Volunteers who have been with your cricket club for some time, but who are taking on a new position will also benefit from appropriate training opportunities.

**TRAINING OPPORTUNITIES** for volunteers may include:

- **Workshops run by local authorities or Regional Sports Trusts**
- **Guest speakers and discussions eg. Community Cricket Coordinators**
- **Demonstrations eg. District or Major Cricket Association coaching personnel**
- **Conferences, courses and seminars offered by Major Cricket Associations and New Zealand Cricket**
- **Mentoring by experienced club or District personnel**

It is important to note in regards to training to:

- Identify the training requirements of your volunteers
- Keep up to date with the training that is available for various positions in your cricket club and from the various providers within your community
- Include an allocation for volunteer training in your cricket club's budget

## **VOLUNTEER SUPPORT**

Maintain regular contact with new volunteers:

- Ensure they have a central point of contact in your cricket club [eg. Volunteer Coordinator] to be their mentor
- Show appreciation of a job well done

- Continually offer assistance and guidance
- Listen and provide them with the opportunity to ask questions
- Make sure the volunteers are not out of pocket; where possible cover their expenses
- Ensure that the roles and responsibilities of the volunteers in your cricket club are clearly defined and communicated
- Keep volunteers regularly informed about what is happening in your cricket club
- Ensure that recognition of volunteers is ongoing

## 5. RECOGNISING AND REWARDING VOLUNTEERS IN CRICKET

**RECOGNISING** and **REWARDING** volunteers is a key component in their effective management and is vital in the retention of volunteers in the game. It is important therefore to keep records and to know why volunteers are being recognised [eg. length of service] or rewarded [eg. going beyond the call of duty].

### VOLUNTEER RECORD KEEPING

Keeping records of such things as volunteer hours and years of service will enable your cricket club to document the work it and its volunteers have done and to better manage these key club resources. Some of the benefits of keeping up-to-date records include:

- Taking a more business-like approach to managing volunteers
- Providing a basis for developing a volunteer recognition programme
- Acquiring knowledge about the amount of volunteer effort required to organise and run your cricket club programmes and services [eg. volunteer hours to run a coaching programme for juniors]
- Documenting the nature and amount of volunteer work undertaken by your cricket club when applying for funding and other forms of assistance

***‘Know and recognise the volunteers in your cricket club and use their names.’***

Recognition stems from genuinely valuing volunteers and their efforts within your cricket club. Every volunteer deserves some form of recognition, even if it is a simple thank you for helping out. Rewarding volunteers takes recognition a step further, by providing something tangible for their performance.

#### **GUIDELINES FOR VOLUNTEER RECOGNITION and REWARD**

- Be **IMMEDIATE** – recognise volunteer effort soon after it is given
- Be **SPECIFIC** – give personal recognition
- Be **CONSISTENT** – recognise everyone’s achievements; avoid showing favouritism
- Be **ENTHUSIASTIC** – being positive will engender a similar spirit in others

There are many kinds of volunteer recognition and reward. It is important for the **VOLUNTEER COORDINATOR** to get to know something about each volunteer and find out how best to recognise and reward them [see Appendix 6: Volunteer Awards].

The list below provides examples of a number of widely used recognition and reward ideas:

- **Smile, say hello and thank you to your volunteers on a regular basis**
- **Send welcome letters when volunteers are first recruited**
- **Listen to their ideas**
- **Write letters and post cards of thanks to volunteers**
- **Write letters of reference and include details of service**
- **Provide identification badges, shirts or caps**
- **Provide discounted memberships to volunteers**
- **Acknowledge and profile volunteers in newsletters**
- **Present volunteer awards at annual general meetings or awards ceremonies**
- **Feature your volunteers at special events throughout the year [eg. club or provincial matches]**
- **Provide complimentary tickets to volunteers for matches and special events functions**
- **Cover the costs of attending New Zealand Cricket coaching courses**
- **Pay for membership of the New Zealand Cricket Coaches’ Association**
- **Send get well, birthday and Christmas cards to your volunteers**

- Arrange discounts at local sport stores or restaurants for your volunteers
- Have a volunteer of the month award, culminating in an annual award
- Name events or facilities after long serving volunteers
- Award life memberships for long serving volunteers
- Reimburse out of pocket expenses for volunteers - promptly
- Acknowledge the efforts of volunteers during cricket club committee meetings
- Hold special 'thank you' or social functions in honour of volunteers
- Present volunteers with a special memento recognising their service to your cricket club
- Farewell volunteers when they move away from the area or leave your cricket club
- Provide meal and petrol vouchers to volunteers
- Arrange for free or discounted use of facilities
- Present special awards for 3, 5, 10, 15 and/or more years of service

### DEVELOPING CRICKET CLUB COMMITMENT

Volunteers are more likely to be retained by a cricket club when they develop a sense of commitment to the club. **ORGANISATIONAL COMMITMENT** is the relative strength of an individual's identification with and involvement in your cricket club.

Volunteers who develop a sense of identification, involvement and loyalty to a cricket club are more likely to perform better and are less likely to leave. Developing a sense of commitment is a complex process but it tends to work best when volunteers are genuinely valued by their cricket club. Valuing volunteers means that time is taken to understand their needs, the skills and experiences of volunteers are matched to their role and/or task, training and development opportunities are made available, and their efforts are recognised and rewarded.

### WHY DO VOLUNTEERS LEAVE?

Most volunteers do not express any concerns about aspects of their voluntary work. However, those who do, feel that there was a lack of support in their volunteer work, are concerned about legal responsibilities, or have concerns about the amount of time that their volunteer work required. An important aspect of volunteer recognition is to listen to the concerns of volunteers. Although it is important to know just why a volunteer leaves, it is more important to ensure that your cricket club, your management, or your volunteer policies are not the cause of volunteer turnover. **EXIT INTERVIEWS** can provide a way of finding out just why volunteers leave your

cricket club and may assist in the development of a volunteer management policy.

## EXIT INTERVIEWS

When a volunteer leaves your cricket club it provides an ideal time for the Volunteer Coordinator to gather information about the volunteer's experience and what if anything your club should consider changing in relation to its practices. An exit interview can take place in person, over the telephone or through the use of a brief questionnaire. Exit interviews provide a sense of closure to the volunteer experience for individuals, and affords an opportunity to recognise the efforts of volunteers, no matter how long or short their stay might have been.

### CRICKET CLUB VOLUNTEER

*'The management of the [cricket club] is like that of many clubs. It is run – for want of a better word – by its committee. The committee is elected – again for want of a better word – by the players. And the committee – for want of any word that really describes it accurately - does stuff. Or at least, stuff gets done. We pay a curator to tend our pitches, but all other duties are delegated either to the first volunteer or the last person to rule themselves out. Being somewhat slow in the latter respect, I now occupy the roles of vice-president, chairman of selectors, newsletter editor, karaoke impresario, trivia quizmaster and club greyhound shareholder. This may seem quite a lot, but the responsibilities are surprisingly manageable, providing you don't expect to work for a living between the months of September and March.'*

[Gideon Haigh. The Vincibles –A Suburban Cricket Season. p 2-3]

## 6. REPLACING VOLUNTEERS IN CRICKET

Replacing volunteers is the final step in the cyclic process of managing volunteers. Replacing volunteers is a natural and inevitable occurrence in cricket clubs. As long as the volunteer replacement process takes place in an orderly and predictable manner the stability and continuity of your cricket club is rarely threatened [see Appendix 5: Checklist for Recruiting and Retaining Volunteers]. An important aspect of volunteer replacement is **SUCCESSION PLANNING**.

### SUCCESSION PLANNING

Most volunteer turnover occurs at the end of the season or at the time of the annual general meeting [AGM]. A succession plan is necessary to provide opportunities for potential volunteers within your cricket club to be identified and developed in readiness to take on the required roles and responsibilities. Cricket clubs that plan for smooth transitions of their volunteers are less likely to experience disruptions to their operations and can better position themselves to replace volunteers who leave their current positions.

## CONCLUSION

Volunteers are essential to the effective functioning of cricket within schools and clubs in New Zealand. Volunteers, however, are becoming a scarcer resource. Unfortunately fewer people are prepared to give of their time, skills and expertise for nothing. It is critical therefore that cricket clubs set up quality systems to efficiently recruit and manage their volunteers.

Volunteers provide their services for the role and/or task that they volunteered. Don't lose volunteers by diluting their efforts and effectiveness by overloading their goodwill with all and sundry. If volunteers in your cricket club are to be used to best effect remember to acknowledge their efforts, value their achievements and reward their performance. They are the backbone of our game!

## REFERENCES

Active Australia	2000	Active Australia Volunteer Management Programme: Recruiting Volunteers
Active Australia	2000	Active Australia Volunteer Management Programme: Retaining Volunteers
Woods, M	1998	Volunteers: A Guide for Volunteers and Their Organisations
SPARC	2000	Running Sport 1: Recruiting and Retaining Volunteers
SPARC	2000	Running Sport 2: Recruitment and Selection

## ACKNOWLEDGEMENT

This Club Assist resource booklet was written and compiled by Ryan Astle, National Coaching and Development Assistant and Alec Astle, National Development Manager, New Zealand Cricket

## APPENDIX 1

### VOLUNTEERING NEW ZEALAND

SPARC recognises the value of volunteers to sport. It is therefore paramount that sporting organisations are kept informed of government changes within legislation, the rights of volunteers and the social issues that impact on volunteering.

**VOLUNTEERING NEW ZEALAND [VNZ]** advocates for volunteering and issues that impact on volunteering in New Zealand. VNZ maintains a watching brief on all issues identified as having an impact on volunteering and ensures all members are kept informed of these. Membership to this organisation is free and can be completed online at [www.volunteeringnz.org.nz](http://www.volunteeringnz.org.nz)

## APPENDIX 2

### POSITION DESCRIPTION - VOLUNTEER COORDINATOR

**Position Title:** Volunteer Coordinator

**Responsible To:** Chairman and members of *insert cricket club's name*

**Purpose of Role:** Responsible for the recruiting, selection, training and recognition of *insert cricket club's name* volunteers

**Knowledge, Skills, Experience:**

#### Essential

- Excellent communication and interpersonal skills
- Positive and enthusiastic
- Organisational and time management skills

#### Desirable

- Tertiary qualifications and/or experience in volunteer management

**Responsibilities and Duties:**

- Develop, promote and drive the volunteer management programme
- Develop policies and procedures related to involving volunteers in the cricket club
- Prepare a budget for the programme
- Assess the volunteer needs for the general running and special events/activities of the cricket club
- Recruit and recommend the appointment of volunteers to roles that suit them
- Organise the orientation and induction of volunteers
- Work with the Secretary to organise volunteer rosters and maintaining records
- Identify and organise the training and development opportunities for volunteers
- Ensure that volunteers are reimbursed for their approved out-of-pocket expenses
- Ensure all volunteers are recognised for their efforts
- Submit regular reports to the cricket club's committee
- Keep up to date with the latest information and research regarding involving and managing volunteers

**Time Commitment Required:**

Start Date: \_\_\_\_\_

End Date: \_\_\_\_\_

Hours and times per week: \_\_\_\_\_

**APPENDIX 3**

**VOLUNTEER MANAGEMENT ACTION PLAN**

	<b>WHAT?</b>	<b>WHEN?</b>	<b>WHO?</b>
<b>RECRUITMENT</b>			
<b>SELECTION &amp; SCREENING</b>			
<b>ORIENTATION</b>			
<b>TRAINING &amp; DEVELOPMENT</b>			
<b>RECOGNITION</b>			
<b>REPLACEMENT</b>			

**APPENDIX 4**

**EXAMPLE VOLUNTEER POSITION DESCRIPTION**

Position Title: \_\_\_\_\_

Responsible To: \_\_\_\_\_

Purpose of Role: \_\_\_\_\_

\_\_\_\_\_

Knowledge, Skills and/or Experience: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Responsibilities and Duties: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Time Commitment Required:

- Start Date
- End Date
- Hours and Times per week

## APPENDIX 5

### CHECKLIST FOR RECRUITING AND RETAINING VOLUNTEERS

*Use this as a checklist and follow the steps through:*

- Decide why your cricket club needs volunteers [eg. committee members, coaches, managers] and what you can offer them
- Appoint a Volunteer Coordinator
- Review all volunteer positions and skills required
- Decide what sort of people you want as volunteers, how many and for how long
- Write position or job descriptions for each role and/or task
- Identify skills already in your cricket club and match these to positions
- Establish recruitment strategies to fill the vacancies
- Individually interview the volunteer and recruit people that complement other members of the team
- Appoint to specific positions
- Induct them to their new roles, providing support and feedback regularly
- Involve volunteers in team meetings and matters that affect them
- Provide opportunities for training
- Allocate a budget for your volunteers
- Keep an up to date database of your volunteers
- Reward and recognise volunteers appropriately
- Review these steps regularly

## APPENDIX 6

### VOLUNTEER AWARDS

In addition to providing recognition and rewards for volunteers within your cricket club, the following list suggests further opportunities to acknowledge their efforts within the broader community.

- Check with your **DISTRICT** and/or **MAJOR CRICKET ASSOCIATION** to see if they have awards for long serving volunteers or for specific categories of volunteering [eg. coaches]. Find out the criteria for nominating volunteers, the closing date for nominations, and if there is a specific nomination form to be completed
- **MAJOR CRICKET ASSOCIATIONS** usually provide a limited number of tickets to Test or ODI matches to recognise the efforts of their volunteers
- Most **LOCAL AUTHORITIES** [eg. Councils] have special awards to acknowledge volunteers within their communities. Contact your local authority for details of their volunteer award schemes
- All the **REGIONAL SPORT TRUSTS** have 'Sportsperson of the Year' awards, included in most are categories for officials, coaches and volunteer administrators. Contact your local Regional Sports Trust for nomination details
- **NEW ZEALAND CRICKET** seeks nominations each year from Major Cricket Associations for the Sir Jack Newman Award. This award is to acknowledge volunteers who have provided outstanding service to junior cricket. Nominations need to be completed by August and the winner receives a trophy, certificate and a grant of \$2000 which the recipient is able to direct into any area of junior cricket
- **WATTIES**, in conjunction with **SPARC** sponsor the 'Watties Baked Beans Volunteer Coach of the Year' awards. These are open to all school and club coaches [but not representative coaches]. The nomination period is usually in July/August. Entry forms are available on both the Watties [[www.watties.co.nz](http://www.watties.co.nz)] and SPARC [[www.sparc.org.nz](http://www.sparc.org.nz)] websites. There are 17 regional volunteer coach winners, one in each of the Regional Sports Trust districts. These regional winners attend a National Awards Ceremony where they receive awards and certificates, and at them two national runners-up

and an overall winner are selected, each of whom receives \$3000-\$5000 to support their coaching development