



INGLEBURN EAGLES SOCCER CLUB INC

# **VOLUNTEER HANDBOOK**



## Dear Members,

We would like to thank you for being a part of the Ingleburn Eagles Soccer Club. As you may know, our club was established in 1964 and serves the need of footballers of all ages and stages in our community. We pride ourselves on creating an inclusive, supportive and family-friendly sporting environment where members can pursue their love of football, develop meaningful relationships and improve their skills, no matter their ability. We are dedicated to supporting the components vital to our continued success: players, coaches, referees, and parents. We are an organisation that exists only because of the volunteers working behind the scenes.

We offer a range of opportunities for our members to get involved and contribute towards the club. We understand that members are busy people, usually with work and family commitments to balance; however, we are also aware that our club is full of passionate individuals who value community sport and want to contribute towards the football experience of either themselves or their child. We aim to provide opportunities for all of our members to become involved in some way and **"Get in the Game"**. This welcome pack aims to provide key information around volunteering within the club. This pack includes:

- An overview of volunteer roles;
- Job descriptions for the Club Committee and General Committee positions;
- A copy of our Commitment to Volunteers statement; and;
- A copy of NSW Football's Volunteer Policy.

We trust that your involvement in our club will be a positive and fulfilling one. If you have any further questions regarding volunteering at our club, please feel free to contact the club on

[secretary@ingleburneagles.org.au](mailto:secretary@ingleburneagles.org.au) or [president@ingleburneagles.org.au](mailto:president@ingleburneagles.org.au)

## Overview of Volunteer Roles

### Club Committee

President, Vice President , Secretary, Treasurer, Registrar, Club Coach Coordinator, MPIO, General Management Committee

Committee roles are for those who would like to participate in the decision-making process around the club. Committee members meet regularly to discuss the day-to-day operations of Ingleburn Eagles Soccer Club, including strategic planning, finance, communications and a number of other key aspects. These roles require a regular commitment throughout the year.

### Football Development

Miniroos Program Coordinator, Parent Volunteer, Club Coaching Coordinator.

Football development roles help to deliver football programs that improve the skills and engagement of our players. There are varying degrees of involvement in these positions, from coordinating small programs to assisting coordinators as program helpers.

### Match Day Volunteers

Team Managers, Team Coaches, Ground Marshal.

Match Day Volunteers are perfect for parents. These roles help to support players and their teams so that matches run smoothly. Many parents are hesitant to take on the team coach or manager roles by themselves, so why not team up with other parents? Working together in these positions can help ease the time requirement and commitment. Coaches and managers will receive regular support from the club through our Club Coaching Coordinator, and the Club Committee, and we also provide a number of easy-to- use coaching resources for our junior teams.

## **'Hands-Up' Single Events**

Bunnings BBQ volunteers, Canteen Volunteers, Presentation Day staff, Social event staff,

Our 'Hands Up' roles are for one-off contributions to the club. These are great for members who cannot commit to ongoing roles during the season but would like to help out in a small capacity during one of our fundraising or social events.

## **Club Advocate**

There are plenty of ways that every member can contribute towards; and advocate for; our club:

**Follow us on Facebook** while keeping up to date on important events, news and announcements.

Celebrate our club from around the grounds by **posting on our social media pages** and look out for our photography competitions.

**Support our Club Sponsors and Club Partners.** We will keep you up to date with promotions from our sponsors and you can help support us by supporting them.

**Attend our events.** We have a number of events planned throughout the year from Season Launches, Female Football Week, Fundraising events and Junior and Senior Presentations. Put these in your diaries, bring your family and enjoy the social aspects of our club.

**Get to training.** Schedule our training nights as a must-do for your own physical health as well as the club's. We want to be a competitive organisation that supports our players to become better with their own football journey, no matter how late or early. We can only do this with all of our players getting to training and making a difference to their team.

**Support our fundraising initiatives.** This could be in the form of attending events but might also include selling raffle tickets or purchasing fundraising drives. As a non-for-profit every fundraising dollar counts and your efforts will allow us to invest in the club through coach and player development programs, referee courses for junior officials, playing equipment and much more.

## **Our Commitment to Volunteers**

Volunteers are the heart of football. Without Volunteers, the game of football as we know it would not exist. Volunteering for Ingleburn Eagles Soccer Club is inclusive and open to all who are willing to work in line with the rules and values of our game. Our club is committed to ensuring that volunteers are provided with work that is meaningful and relevant to their needs and interests, treated with respect and as equal co-workers, given appropriate induction, training and supervision, offered full involvement and participation and are recognised for the work they do.

### **Rights and Responsibilities**

Ingleburn Eagles Soccer Club and its Volunteers have both rights and responsibilities:

As a Volunteer for Ingleburn Eagles Soccer Club you have the right to:

- do work that is meaningful and satisfying;
- be assigned to a role that fits your interests and needs;
- receive the induction, training and supervision necessary to fulfil your role;
- receive feedback on the tasks you perform;
- be treated with respect and as an equal partner in our club;
- be trusted with confidential information necessary to carry out your role;
- be kept informed on relevant matters within local football;
- expect that your time will not be wasted by poor planning or coordination;
- work in a safe and healthy environment, and be given health and safety information relevant to your role, and;
- be given a copy of Football NSW's Volunteering Policy and other policies and procedures that affect your role.

As a Volunteer for Ingleburn Eagles Soccer Club you have the responsibility to:

- be honest about your expectations and abilities;
- not take on more responsibility than you can handle;
- take part in induction, and orientation processes e.g. background checks, paperwork and training as needed;
- be reliable and punctual or provide notice so that alternative arrangements can be made;
- be accountable, perform your role to the best of your ability and ask for help when you need it;
- follow organisational policies and procedures;
- respect those confidences entrusted to you;
- voice your opinion and have input on ways in which your role might be performed better;
- be open-minded and respectful of others opinions, and;
- represent football accurately and positively to others.

**Football NSW and its membership involve volunteer participation at all levels of football. It encourages an environment of mutual respect, where staff, administrators, officials and volunteers work towards the aims and objectives of Football NSW.**

## Definition

A volunteer is an individual who performs an agreed task for no fee.

## Recruitment

Volunteering requires a great deal of commitment from both Volunteers and Clubs. Competition to gain volunteers is becoming harder. The recruitment of a volunteer however is at the discretion of the organisation. The following is provided to assist clubs in the recruitment of volunteers.

1. Start by bringing together key members of your club for a brainstorming session prior to commencing recruitment to determine;
  - What could be needed to improve the volunteer experience?
  - What can your club offer volunteers?
  - Consider the role of a volunteer coordinator for your club?
  - Develop a job description for your volunteer position/s.
  - How many volunteers do you need? For how long?
  - What skills do they need?
  - Do you have time to support and train the volunteers?
2. Where might you find Volunteers?
  - Through people you know, like friends and family.
  - People who have retired from employment, local senior citizens.
  - Students in training looking for experience.
  - Ex-team players.
3. How do intend to train your volunteers?
  - Explore whether current members can assist.
  - Explore whether there are organisations in the community who can help for example your local, Local Council, YMCA

Before the commencement of voluntary work a volunteer must:

- a) Complete a registration form, which includes the provision of contact information, age and any relevant personal or health information or details of previous volunteer or work related experience
- b) Complete all requirements in relation to the NSW Working with Children Check or sign a Football NSW Member Protection Declaration form. (All clubs must hold on file either a verified WWC Number or a signed MPD form for every worker or volunteer within their organisation who works with children).

## Induction and Training

Every volunteer is entitled to an induction. The induction will outline the work of the organisation, a tour of the venue or workplace and introduction to other volunteers. The volunteer will be made familiar with their specific tasks and any training required. Volunteers will be provided opportunity to ask questions and seek further information or training on any task as requested.

## Responsibilities

The volunteer:

1. Agrees to be punctual and will notify their club if they are unable to attend
2. Will undertake the tasks as agreed with the volunteer coordinator or other representative.
3. Will conduct him/herself in accordance with the organisation's policies and procedures.
4. Will undertake training and evaluation as required.
5. Follow the organisation's guidelines for risk management.

## The Organisation

The club recognises its responsibilities to volunteers and undertakes to:

1. Provide volunteer tasks that are appropriate to the volunteers' skills, abilities and interests.
2. Provide volunteers with information, supervision and

training in order to perform their task.

3. Provide volunteers with a safe workplace.
4. Provide volunteers with any Personal Protection Equipment (PPE) as may be required to provide a safe workplace as required for Workplace Health and Safety.
5. Provide volunteers with appropriate insurance cover.
6. Reimburse volunteer expenses, other than travel expenses, as may be agreed from time to time.

### **Retention**

Now you have successfully recruited volunteers into your club. The biggest challenge faced by clubs are retaining volunteers.

To successfully retain your volunteers you should consider;

- Why do people volunteer?
- What benefits can you offer potential volunteers?
- Provide opportunities for volunteers to change roles.
- Offer flexible volunteering opportunities to suite people's availability, likes and dislikes.
- Offer opportunities for skill development, i.e. first aid training, injury prevention training, access to coaching courses.

And also remember that volunteers want to feel:

- Welcome
- Part of a Team
- Needed
- Useful
- Appreciated

### **Reward and Recognition**

An important way to encourage your volunteers to remain with your club is to give them adequate recognition. To be effective, recognition should be consistent and ongoing. Volunteers can quickly lose motivation if they feel their work is not valued.

It is important that recognition is given to the volunteer soon after the work is performed, is personal and specific, is consistent, is positive and upbeat, and does not favour certain volunteers.

### **Tips for Recognising Volunteers**

- Adequately train and orientate your volunteers
- Ensure new volunteers are supported
- Enable volunteers to 'grow on the job'
- Include volunteers in special events
- Recommend volunteers to prospective employers
- Celebrate achievements and effort
- Allocate noticeboard space to acknowledge volunteer achievement
- Organise awards with certificates, plaques or medals
- Offer personal praise to volunteers
- Write letters and postcards of thanks
- Acknowledge volunteers in club newsletters
- Present volunteer awards at presentation nights or annual general meetings
- Provide complimentary tickets to special events and functions
- Arrange discounts with businesses or sponsors for volunteers
- Reimburse out-of-pocket expenses
- Farewell people when they move out of the area
- Present awards for years of service.

### **Acknowledgements**

NSW Volunteering, Centre for Volunteering, Australian Sports Commission