

## VOLUNTEER POLICY

Rowing NSW recognises the essential and considerable input of volunteers in the management and delivery of the sport. To aid in the recruitment and retention of volunteers RNSW uses the following tools for recognition and reward of volunteers:

1. Provision of a clear understanding of the roles and responsibilities within the organisation - including the preparation of Duty Statements for volunteer roles.
2. Equipping volunteers with the necessary skills and resources to comfortably undertake what is expected of them, including:
  - a. Training and assessment for key roles such as Boat Drivers (Umpire and Rescue Boat duties)
  - b. Provision of appropriate clothing for Boat Race Officials (including wet weather gear and uniforms)
  - c. Provision of volunteer outfits at key regattas (such as polo shirts and caps or hats)
3. Recognition and reward for volunteer effort including:
  - a. Volunteer of the Year Award at the RNSW Annual Awards Dinner
  - b. Annual Volunteer BBQ hosted by RNSW Staff
  - c. Timely letters of thanks from the President and/or CEO following activities drawing on significant volunteer contribution.
4. Clear understanding of legal responsibilities of volunteers and steps taken to minimise personal liability
5. Understanding how the culture of an organisation affects the commitment and retention of volunteers
6. Clear understanding of the goals and activities sought to achieve the organisation's "vision"
  - a. Clear communication of these strategies to the volunteers
7. Maintenance of an up-to-date database of memberships and volunteer helpers
8. A commitment by the organisation to continually develop and improve its volunteer management processes

## MANAGING VOLUNTEERS

When managing teams of volunteers RNSW endeavours to:

1. Provide each volunteer with a written detailed job description before commencing duties
2. Discuss with each volunteer their Rights and Responsibilities, along with the responsibilities that you as their coordinator have to them. It may be useful to include this information in writing as part of their job description and agreement package
3. Provide each volunteer with orientation on RNSW in general, and on their project area in particular
4. Provide each volunteer with training options and ongoing support available to them
5. Ask each volunteer for written and/or verbal feedback, in order to support and, if necessary, modify management infrastructure/procedure policies
6. Work on building the volunteer team into a strong, cohesive unit, capable of flexibility and adaptability as the situation changes.
7. Encourage input from your volunteers regarding their needs and concerns
8. Utilise the areas of strengths your volunteers present and focus on re-training the areas of weakness.