

Volunteer Manager Handbook

Benefits of a Dedicated Volunteer Manager

Given 73% of all community sport organizations are entirely volunteer run, it is not surprising that most of these organizations feel that one of the most important roles is that of a dedicated Volunteer Manager. Benefits of a dedicated Volunteer Manager include:

- Single point of contact for volunteers
- Creation of an organized environment for programs and events
- Consistent communication and coordination
- Centralization and consistency of organizational recruitment, onboarding, training, and recognition

Volunteer Manager Responsibilities:

The Volunteer Manager is responsible for coordinating the **recruitment**, **onboarding**, **training**, **scheduling**, and **recognition of volunteers** for the organization's programs and events which require volunteers.



1 Recruitment

Volunteer recruitment involves searching for and identifying candidates to fill volunteer roles in the organization for short and long-term purposes, including single programs/events or for longer terms, such as an entire sport season.

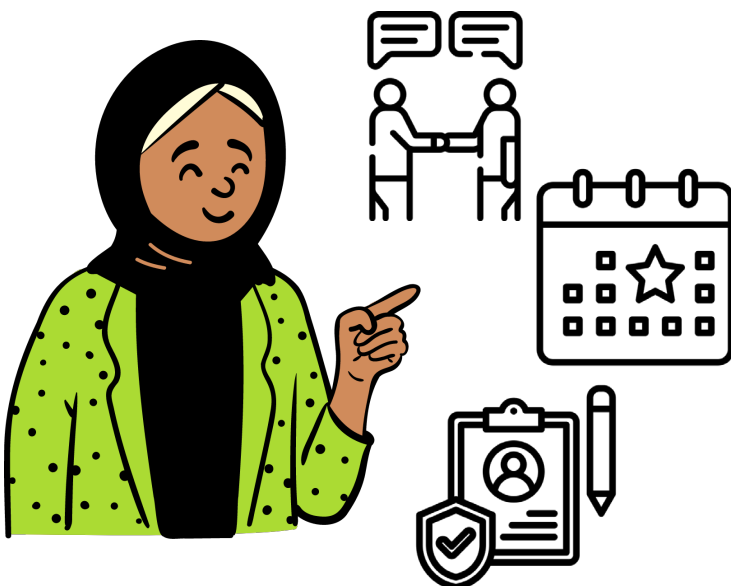


Main recruitment activities include:

- Clearly defining volunteer roles and identifying requirements for each position (experience, certifications, skills, etc.)
- Managing inquiries from prospective volunteers
- Meeting with prospective volunteers to explain the needs of the organization and the duties that the volunteer will take on
- Assessing volunteers for competency in the role

2 Onboarding

Onboarding of volunteers should help create a welcoming and inclusive environment for incoming volunteers. Effective onboarding should come in the form of orientation activities that help volunteers gain an understanding of the organization, its day-to-day activities, its core values, and where volunteers fit into the organizational structure.



Main onboarding activities include:

- Social orientation activities prior to events for volunteers to meet each other and meet their main points of contact within the organization
- Communicating with incoming volunteers to explain their role and how it benefits the organization
- Explaining important company policies and practices, risk management and safety procedures, etc.
- Communicating important dates and scheduling details to ensure volunteers understand when and where they are needed

3 Training

Effective volunteer training is essential for any organization that relies on the work of volunteers. It allows the organization to run as smoothly as possible, because the volunteers are left with a detailed understanding of their role.

Main training activities include:

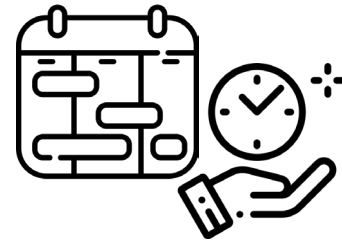
- Reviewing the volunteer role description and expectations
- Ensuring the volunteer is briefed regarding company practices
- Ensuring volunteers know their main points of contact for any questions, concerns and emergencies
- Coordinating any additional role-specific training where applicable with organizational staff or other volunteer coordinators

4 Scheduling

The volunteer manager will be responsible for coordinating event and program scheduling activities, and ensuring every volunteer understands how the schedule works.

Scheduling responsibilities include:

- Scheduling volunteers based on the needs of the event or program
- Ensuring each role is filled to the necessary capacity during each shift/time slot
- Scheduling/covering breaks when necessary



5 Volunteer Recognition and Appreciation

Volunteer appreciation is a key component of ensuring volunteers understand their positive impact in the organization. It is important to ensure volunteers know that they are making a difference in the organization, and for its participants. Another important component of appreciation is soliciting feedback from volunteers to make future improvements



Recognition activities include:

- Gathering feedback from volunteers via surveys and conversations during and after the season
- Coordinating volunteer appreciation activities for both social purposes and recognition of the work completed
- Organizing performance evaluations to establish a longer-term plan for a volunteer to continue with the organization in the same or different capacity where applicable
- Ordering volunteer souvenirs where applicable and within budget (if available)
- Coordinating exit interviews with volunteers who are not returning to gather feedback and potentially provide references for future roles