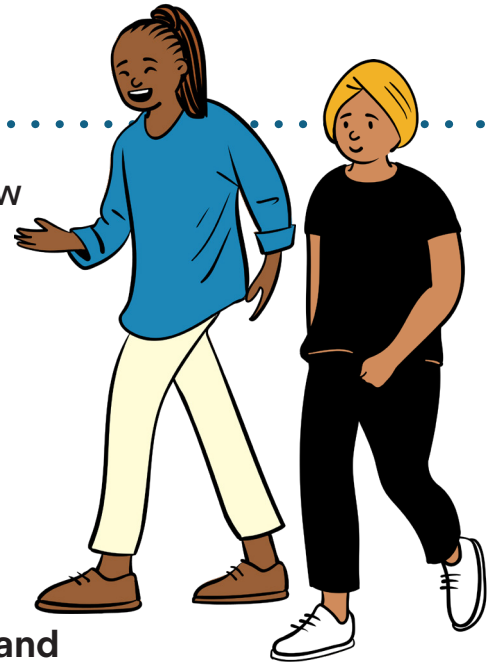


Best Practices In Volunteer Onboarding

What is it?

Onboarding is a multi-step process of integrating new volunteers into your community sport organization. Onboarding includes vetting, placement, orientation and training of the new volunteers.



Why is it important?

The onboarding process helps to create a welcoming and inclusive environment for incoming volunteers.

Onboarding provides the opportunity to welcome these people and share the knowledge and skills that are necessary to effectively perform their roles. The process helps to establish trust between a volunteer and your organization and manage volunteer expectations. An effective onboarding process will reduce volunteer turnover and increase retention.

1 Welcome and Orientation

- Welcome Communication
- Orientation Meeting
- Introduction to the organization
- Explanation of the role
- Schedules

2 Training

- Health and safety training
- Role-specific training

3 Ongoing Support

- Regular Check-in
- Feedback

4 Evaluation of Process

1 Welcome and Orientation

Welcome Communication

When someone registers for, or inquiries about volunteering in your sport organization, welcome them to the organization. Ask about their experience, their motive for participating in your sport, and how much time they would like to dedicate to volunteering. This should be done shortly after receiving their initial inquiry via an email or phone call.



Introduction to the Organization

Prior to starting their role, share important information about your sport organization including:

- Organizational mission, mandate and values
- Organizational policies
- Overview of volunteer roles within the organization
- Health and safety information
- Risk management information

Orientation Meeting

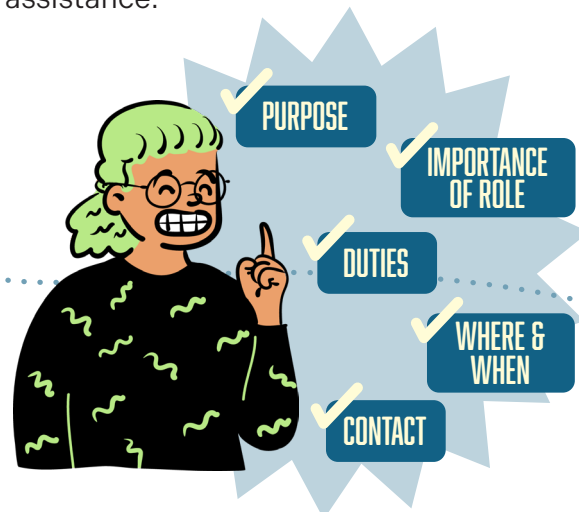
If you are onboarding volunteers prior to the beginning of a sport season or a large event, it is helpful to create an opportunity for volunteers to meet each other, as well as their contact points in the organization. An orientation meeting introducing new volunteers will help foster a welcoming environment.

Explanation of the Role

Provide your volunteers a detailed description of exactly what their role entails. Highlight the purpose and importance of the role, the associated duties, where they need to be, and when, and who to contact if they require assistance.

Schedules

Specify detailed, up-to-date schedules, and be prepared to reach out to volunteers as soon as possible if there are schedule changes. Your volunteers will appreciate prompt communication.



2 Training

Health and Safety Training

- A review of the organizational health and safety policies is essential for volunteers, especially in a sport setting. Game officials and venue security staff are often volunteer roles and require comprehensive health and safety knowledge, as they are responsible for the safety of athletes, spectators, volunteers, and anyone else present at a sport activity or event.
- It is essential for volunteers to know what to do and who to contact in an emergency. Provide your volunteers with information regarding emergency procedures, emergency contact information, and ensure all volunteers know where to access a fully stocked first-aid kit.



Role-specific Training

- Most people learn best on the job. After your volunteers have participated in orientation, pair new volunteers with experienced volunteers and staff to provide on-the-job training.
- Check in on new volunteers to ensure that they are comfortable in their role independently before putting them in a situation where they may be working alone.

3 Ongoing Support

- Check in on new volunteers regularly to ensure that they are comfortable in their role.
- Solicit feedback, and questions or concerns your volunteers may have.



4 Evaluation of Process

- Survey your volunteers to understand the effectiveness of your onboarding program
- Incorporate feedback to improve the experience for your next volunteer intake