

The Importance of a Volunteer Manager/ Coordinator

An extract from the Active Volunteer Management Toolkit – Finding and looking after the people who are key to the survival of your organisation (Centre, Club, School)

If you don't already have one, it is highly recommended that you find a volunteer manager/ coordinator. The role of the volunteer manager/coordinator is to find, support and ultimately keep volunteers. Given the importance of volunteers to running your organisation, the benefit of having someone with the sole purpose of looking after them seems clear. This role could be paid or voluntary depending on the structure and available funds at your organization.

The ideal person buys into the concept of creating a great volunteer culture and environment. They are passionate about supporting other people and preferably would have been a volunteer to bring their personal experience to this role.

Being able to motivate and influence are important skills, as are being enthusiastic and friendly. In fact, these are more important than someone who has Netball experience or knowledge of your organisation, so consider looking outside your organisation if there isn't a suitable internal candidate. The wrong person in this role could be detrimental so it may be better not to fill this role, if the right person can't be found.

You can find an example role description [here](#)

In a perfect world, it would be great if you could appoint more than one volunteer coordinator. At this point you might be wondering how on earth you're expected to find one volunteer coordinator, never mind a whole team!

Breaking the role down into manageable chunks known as micro-volunteer opportunities are often more attractive. You might find you get more interest in positions with less time commitment and responsibility.

You can find an example of potential volunteer manager/coordinator role structures [here](#)

Volunteering NZ (VNZ) also has a handy resource called Competencies for Managers of Volunteers and we would recommend [checking this out](#).

You may also like to check out the resources on the website of the Volunteer Centre in your area. Find your Volunteer Centre [here](#) e.g. Volunteering Waikato or Volunteering Otago.