

Volunteer Management Plan

A customisable template and tool for Netball Centres to develop their volunteer management capability ensuring all aspects of volunteering are nurtured and consistently maintained.



He aha te mea nui o te ao

What is the most
important thing in the
world?

**He tangata, he tangata,
he tangata**

It is the people, it is the
people, it is the people



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Volunteer Management Plan

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Netball New Zealand would like to thank Cadbury for their generous support of our remarkable Netball volunteers. Cadbury as the Official Volunteer Partner of NNZ make it possible to deliver this resource.

Introduction

Volunteers choose to contribute their time, skills and experience to benefit our Netball community and expect no payment for this in return. Without volunteers, Netball simply wouldn't happen. It's people that influence the quality of our game so it's essential that these people are looked after well. We want everyone to reap the value and benefits that can be enjoyed through sport including our volunteers.

**SO, HOW CAN WE
FIND AND HOLD ON
TO THESE AMAZING
PEOPLE WHO HELP
OUR CENTRE THRIVE?**

THE IMPORTANCE OF A VOLUNTEER MANAGER/CO-ORDINATOR

If you don't already have one, it is highly recommended you find a Volunteer Manager/Co-ordinator. The ideal person for this role buys into the concept of creating a great volunteer culture and environment. They are passionate about supporting other people and preferably have personal volunteer experience along with the ability to motivate and influence in an enthusiastic and friendly manner. This person should be involved in decision-making - ideally, they will sit on your committee/board.

You can find an example job description here.

WHAT MAKES UP A VOLUNTEER MANAGEMENT PLAN?

The Volunteer Management Plan can be broken into six different aspects of volunteering:

1. *Recruitment*
2. *Appointment and Induction*
3. *Recognition and Reward*
4. *The Volunteer Role [structure and descriptions]*
5. *Retention [culture and training]*
6. *Succession Planning.*

Ensuring you cover these six aspects means you are looking after the complete volunteer experience. Some common mistakes involve, for example, focusing only on recruitment without identifying that your volunteer culture may need attention.

WHY HAVE A VOLUNTEER MANAGEMENT PLAN?

By incorporating the six Volunteer Management Plan [VMP] principles into your Centre, you will ensure that your overall volunteer flow is maintained. It's natural for volunteers to come and go, and as long as you have efficient and sustainable systems in place to deal with this, your Centre will continue to function smoothly. Your Centre will become more efficient, even if it takes more time to set this up in the short term.



DID YOU KNOW?

You are making your own workload lighter by having this plan in place!

I'M NEW TO VOLUNTEER MANAGEMENT. WHERE SHOULD I START?

It's important to survey and understand your environment before you get started. You can do this by conducting a Volunteer Survey and a Volunteer Strengths Weaknesses Opportunities Threats [SWOT] Analysis for your Centre. Contact the Netball New Zealand [NNZ] Volunteer Advocate if you would like to receive these templates. This VMP template has been created for all levels of volunteer management in mind so all Centres are encouraged to use this. It is highly recommended that you look at Aktive's Volunteer Management toolkit - it's a wonderful resource and the information is laid out in a user-friendly way: [**Aktive's Volunteer Management Toolkit.**](#)

WHICH LEVEL (ENTRY, INTERMEDIATE OR ADVANCED) SHOULD I USE?

We understand that VMPs will look different as Centres vary in size, staff numbers, offerings and locations. For this reason, we have developed three levels of examples within the template: entry, intermediate and advanced. To help gauge where you are, we have incorporated these levels from what we deemed was relatively simple/not too time consuming to extensive/more time-consuming volunteer management. This is flexible and your Centre may be able to complete an Intermediate level before an Entry level - please don't worry about this. You can add more tasks to your volunteer belt when you feel you have successfully completed the tasks and have the capacity to do so.

Entry	These initiatives should only have a few steps that aren't too time consuming.
Intermediate	These tasks require some planning. Reaching Intermediate level also includes completing Entry level.
Advanced	These tasks require planning, dedicated and ongoing support and time to achieve. Reaching Advanced level also includes completing Entry and Intermediate levels.



It's important you do not feel you need to reach Advanced level if you are a smaller Centre and the Advanced suggestions don't work for you. This plan is flexible, customisable and provides a guideline not a goal line.

DOES HAVING A VOLUNTEER MANAGEMENT PLAN COVER IT ALL?

Having a VMP is one aspect of volunteer management. You can also participate in external opportunities such as Cadbury Volunteer of the Month, Cadbury Volunteer of the Year, Student Volunteer Week and National Volunteer Week initiatives.

Once your plan is finalised, you can share this within your Centre. Everyone should be familiar with this document and with what you are trying to achieve.

Keeping volunteers on the agenda for board meetings or in people's minds reinforces how essential it is to look after the people who help us facilitate the game.

ADDITIONAL VOLUNTEER RESOURCES

- [Aktive Volunteer Management Toolkit \[highly recommended\]](#)
- [NNZ website](#)
- [NNZ Sport Tutor](#)
- [Sport NZ Governance Lite](#)
- [Volunteering NZ](#)
- [Community Governance](#)

Volunteer Management Plan

1. RECRUITMENT

We need to ensure we have enough volunteers to fulfil Centre roles and attract the right people. Volunteers choose to volunteer for many reasons including: personal growth and development, to gain new skills, to make a positive impact on people and their communities, to see tangible results and the difference they have made, to make a positive impact on their own hauora [health] or for opportunities to interact with others and make new friends. If we understand our volunteers, we can tailor the experience to align with both of our needs. We need to provide a quality experience for volunteers so they enjoy their time with us and choose to continue volunteering in the future.

EVENT OR IDEA TO ACTIVATE	LEVEL	TASK ASIGNED TO	NOTES	DUE DATE

2. APPOINTMENT AND INDUCTION

This section ensures a positive and welcoming experience for both the volunteer and Centre by aligning with our expectations from the beginning. It covers how the volunteer is appointed [formally or informally] as well as the induction and orientation process. It is essential that once volunteers are appointed, they are purposely taken through what they need to know. Not only does this give clarity around who is responsible for what tasks but it also breaks volunteering into small, bite-sized tasks so volunteers don't feel overwhelmed or as though they have signed up for a huge task they cannot achieve. We want volunteers to feel confident, so ensure there is a dedicated support person available after their orientation and induction. It is also recommended that your volunteers have some written information to refer back to about the role and our organisation.

EVENT OR IDEA TO ACTIVATE	LEVEL	TASK ASSIGNED TO	NOTES	DUE DATE

3. RECOGNITION AND REWARD

Recognising and rewarding volunteers on a regular basis is important for ensuring they feel valued. We all want to make our volunteers feel appreciated and part of the team, so let's celebrate them as much as we can within our Centre and the wider community. Our volunteers should be visible to the community, which may result in volunteers inviting their friends to join. We know volunteers aren't doing it for the recognition, but there are different ways we can reward and acknowledge what they do. It's great to show your appreciation for volunteers through aligning with your Centre's values and embracing what makes each Centre unique.

Note: There's no 'one size fits all' approach. Thank yous and rewards don't always need to be about letters and cards at the end of the season. This could be a smile, a sideline thank you or a quick email acknowledging that all the work they are putting in isn't going unnoticed.

EVENT OR IDEA TO ACTIVATE	LEVEL	TASK ASIGNED TO	NOTES	DUE DATE

4. THE VOLUNTEER ROLE

Having clear job descriptions and aligning your understanding of the volunteer's role will go a long way in ensuring both your Centre and volunteer are on the same page. This role clarity helps avoid burn-out and creates a clear understanding between the Centre and volunteer about what they are being asked to do. Having clear job descriptions also avoids any conflicts in the long term as people are more aware of their work boundaries.

EVENT OR IDEA TO ACTIVATE	LEVEL	TASK ASSIGNED TO	NOTES	DUE DATE

5. RETENTION (CULTURE AND TRAINING)

Creating a positive and welcoming culture is vital in ensuring volunteer longevity and retention. We want to ensure that volunteers feel welcomed and that they are part of a positive environment and we create a sense of belonging for them at our Centre. We want to make our Centre a place they love to be and where they feel confident to put new ideas forward. It is important to ensure volunteers are motivated and are achieving what they want from their volunteer experience. Consider hosting or setting up some volunteer training as needed.

EVENT OR IDEA TO ACTIVATE	LEVEL	TASK ASIGNED TO	NOTES	DUE DATE

6. SUCCESSION PLANNING

Succession planning aims to make the succession of your volunteers easier and more efficient for the Centre by passing knowledge on. Through implementing systems around your volunteer process, this will allow for a smooth transition of information as new volunteers join the Centre. It also means you do not have to 're-create the wheel' each time, saving you administration time. Extra work put into succession planning now will make for an easier future when roles need to be vacated and filled and also ensures the operational sustainability of the Centre. Volunteers feel more confident, prepared and supported if they have received training/mentoring to fill roles. A succession plan needs to be regularly reviewed and updated - reflect on what is working well and not so well, and adapt the plan accordingly.

EVENT OR IDEA TO ACTIVATE	LEVEL	TASK ASSIGNED TO	NOTES	DUE DATE

