



MANDURAH VOLLEYBALL ASSOCIATION INC.
Where everyone can play.



MVA Volunteer Management Plan



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Introduction

For this plan, a volunteer is defined as a person or persons who are performing a role defined by the Mandurah Volleyball Association. This definition is aligned with Volunteering Australia's [definition of volunteering](#): "...time willingly given for the common good without financial gain."

The roles performed may include one-off and on-going roles but this does not negate the valuable contribution of all volunteer roles. Without each volunteer, we would not be able to function as successfully as we do.

We honour the [rights and responsibilities](#) of volunteers as described by Volunteering WA.

This document is meant to be read in conjunction with the policies and procedures of the Mandurah Volleyball Association and should also bear in mind the content of volunteer position descriptions.

Purpose

This Volunteer Management Plan (VMP) has been written to support the positive volunteering culture at the Mandurah Volleyball Association.

This VMP prioritises the association's goals and identifies the key strategies to be implemented.

The purpose of the VMP is to:

- Connect the club/association's mission and vision with involving volunteers
- Help bring appropriate volunteers into the club/association
- Help volunteers develop a sense of commitment to the club/association
- Provide and/or plan for training and development opportunities
- Recognise and reward volunteer performance.

Scope

This Plan is intended for all volunteers and members of the Mandurah Volleyball Association, or external agents proposing to work for MVA and its affiliates.



Definitions

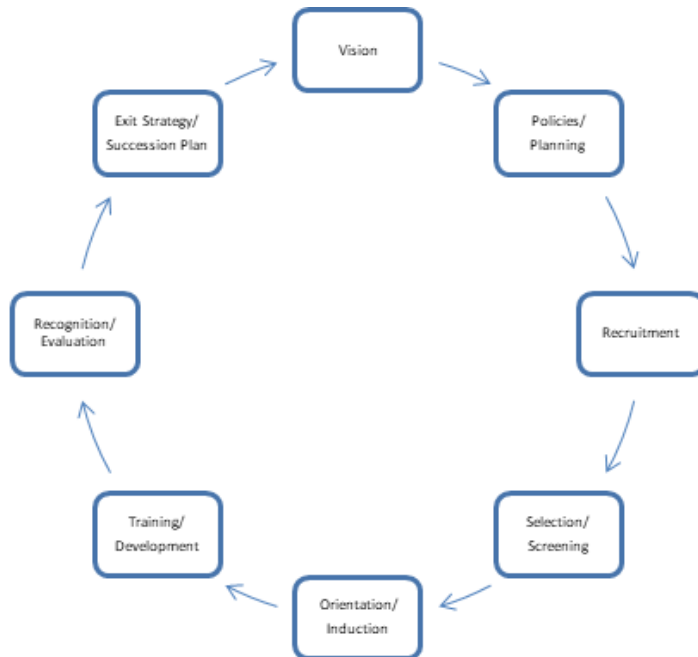
MVA	Mandurah Volleyball Association (VA)
NZS	New Zealand Standard
OHS/WHS	Occupational (Workplace) Health and Safety
PVRC	Peel Volunteer Resource Centre
VMP	Volunteer Management Plan
VWA	Volleyball WA
WWCC	Working With Children Check



The Volunteer Plan

The Volunteer Cycle

The following diagram illustrates the phases of the Volunteer Cycle regarding the life of an average volunteer. This cycle provides a framework for volunteer management and should continually be monitored/revised, as appropriate. This plan will specifically target each of the areas of the Volunteer Cycle. It is important to note that not all phases of the Volunteer Cycle will be relevant to all volunteer roles. The level of involvement from a volunteer and the role they are in will determine which phases of the cycle they will go through.



Vision

The vision of the Mandurah Volleyball Association is to provide opportunities for everyone to be involved in the game of volleyball—as a player, official, coach, or volunteer. This vision will be accomplished through its volunteers.

Policies and Procedures

The Mandurah Volleyball Association is governed by its constitution and its operations managed by its policies and procedures. These can be found in our online store under our [Club Management](#) Folder.

Recruitment

Recruitment is the process of attracting new volunteers to our association. However, it can also include finding new roles for existing volunteers.

The methods of recruitment currently used by MVA include:

- the direct approach
- through external agencies such as the Peel Volunteer Resource Centre (PVRC)
- MVA social media pages and groups, and
- our web site.



The method(s) used will vary based on the requirements of the role. During the induction process, a full role description will be provided to each volunteer.

We are also working toward implementing additional recruitment methods including:

- through our state association; and
- other groups social media pages.

Volunteers will need to review and complete the following before commencing their role:

- MVA Induction; and
- MVA Member Protection Policy.

Selection and Screening

Where applicable, prospective volunteers will apply for the role they are interested in. Applicants will be assessed based on experience, skills, and training relevant to the role. Depending on the role, applicants may also be required to obtain a Police Clearance Certificate and/or Working with Children's Check. The cost of these checks will be borne by the Mandurah Volleyball Association. The Volunteer pays for it and is then reimbursed.

All volunteers are expected to sign a copy of their position description indicating that they are equipped for the duties expected of them and agree to the responsibilities of their role. In addition to agreeing to the provided position description, all volunteers should be provided with a copy of all policies and procedures. Upon reading the policies and procedures, the volunteer should also sign the Induction form stating that they have read the policies and procedures and agree to adhere to them.

The expectations outlined for volunteers are included in the position description for each role.

Orientation/Induction

The orientation process allows volunteers to familiarise themselves with our association and the key information involved in being a part of it. This process also ensures that MVA outlines clear expectations of volunteers, including behaviour and attitudes.

Each volunteer will undergo an induction to orient them with our policies, procedures, forms as well as our Constitution and Bylaws. The induction includes a checklist the volunteer must sign to accept they have been informed and will abide by our Constitution, Bylaws, policies and procedures.

For ongoing positions, the contact person for volunteers is usually the President but can also include the person in the position being filled. They will meet with the volunteer and ensure that all appropriate paperwork is completed. For one-off event volunteering, the contact person for volunteers may vary based on the event. An induction will take place on the day of the event, or arranged prior with the designated volunteer coordinator for that event.

Training/Development

Volunteers will be offered training and development opportunities, as available. These opportunities are a means of assisting volunteers to adequately perform their roles and develop their skills. If there is a different role within the association that a volunteer is interested in, reasonable accommodation will be made to upskill/train the volunteer for that role. As we are not necessarily aware of all training opportunities, volunteers are both encouraged and supported to independently seek out training, educational, and development opportunities for themselves.

To maintain a record of current qualifications, skills and abilities available within the club, all training should be reported to, and recorded by the Secretary upon completion.



Recognition/Evaluation

The contribution of all volunteers to the Mandurah Volleyball Association is highly valued. Given that a key to volunteer retention is appropriate recognition, every effort will be made to thank volunteers and recognise their contribution.

Currently, appreciation is shown to volunteers using the following strategies:

- emails of thanks and support
- volunteer recognition of efforts through our media platforms
- letters of reference, where requested, e.g., for a job application
- nominations to various awards categories, e.g., female volunteer of the year
- regular social events, e.g., dinners, movies, etc., and
- recommended and approved gifts.

In providing recognition for volunteers' contribution, we will follow the following guidelines on providing feedback on volunteer performance:

1. Be Immediate
2. Be Prepared
3. Be Specific
4. Be an Active Listener
5. Be on Task
6. Be Objective
7. Be Consistent
8. Be Positive
9. Be Sincere

Exit Strategy/Succession Plan

Volunteer roles can be for an agreed length of time based on the role. For example, a committee member may be designated for a role for two years but a coach may only be needed for one year or one season. The length of service will be agreed upon before commencement and included in their position description.

Upon the end of the agreed term, a review will be done to determine if the volunteer will remain in the role for another term or if a new volunteer will be sought. This allows the volunteer to comfortably step out of their role if they so desire. This also allows the association to recruit a new volunteer into the role should a situation arise that requires the current occupant to cease volunteering.

An annual review will be conducted which enables feedback to be given both from the volunteer and the club. This process helps to ensure that the volunteer will continue to perform to the best of their ability—this review can be informally conducted verbally, or through a formal written interview.

Throughout the Volunteer Cycle, MVA committee members must ensure that they are approachable and open to communication. However, it is important to ensure that the President or Secretary is kept as the primary contact for volunteers and informed of relevant communication between the committee and volunteers. Committee members should also let volunteers know when the information will be passed on to the President, or Secretary to ensure transparency and that trust is maintained.



Should a volunteer choose to cease volunteering with MVA, the President will ask for the reasons they are no longer volunteering. While in many cases the reason(s) may be unavoidable, they may help the association improve its volunteer program by identifying gaps in the Volunteer Management Plan and in monitoring the support given to volunteers by the committee or fellow volunteers.

This feedback will be gathered, when possible, during a formal exit interview. This will help ensure that the volunteer completes their role in a positive manner and the association can plan for the continuation of the role they were performing.

The following mechanisms are in place which can assist with volunteer succession planning:

- volunteer provided handover written notes
- formal (verbal) volunteer handover to a new member or committee person
- new volunteer 'buddies' with the current volunteer (assists with learning)
- set periods for a position, and
- forward recruitment.

References

This Plan references the following Australian Acts, Regulations and Standards, and MVA documents:

- MVA Constitution
- MVA Bylaws
- Volleyball WA Affiliation Requirements
- Associations Incorporation Act of WA
- Volunteering WA



Attachments

Induction Check List

The following checklist is to be completed for every new volunteer. Once completed, it must be forwarded to the appropriate person for action and storage.

Area	Question	Yes	No	N/A
Mandurah Volleyball Association				
Pre-checks	Membership of other associations/clubs (e.g., is a transfer required?)			
	National police checks, where required			
	Emergency contact details— Who: _____ Relation: _____ Contact: _____			
	Licences and qualifications sighted, verified, and recorded (e.g., WWCC, first aid)			
	Employee aware of the (MVA) Constitution			
	Check of working validity in Australia (e.g., Visa required?)			
	Orientation	Introduced to the committee and other members		
Shown amenities and facilities (e.g., MARC and HHRC)				
Given, shown policies, procedures				
Signed Code of Conduct				
Conduct training needs analysis where required				
Discussed the following—				
— the objectives of MVA, and relevant volunteer role/duties				
— time requirements...typical				
— applicable qualifications/certifications requirements				
— professional development, e.g., referee and volunteer courses				
— general working conditions, e.g., the fair use of equipment				

Conducted by:			
Position-		Signature-	
Name-		Date-	

Volunteer:		Member Type-	
Position-		Signature-	
Name-		Date-	