

VOLUNTEER POLICY AND PROCEDURE

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| Policy Title: | Volunteer |
| Policy Type: | Volunteer Management |

POLICY AND PROCEDURE

The purpose of this policy and procedure is to provide guidance regarding volunteers, their selection, expectations of them, induction and training, support and reward and recognition. WPC is a volunteer-led club, and our volunteers are a valued resource without which the club could not function. The club is structured into 3 levels – strategic (Management Committee), Operational volunteers (support the Management Committee to get things done), Service Delivery (Captains, Coaches, Managers, Curators). Lines of reporting and communication between the roles are explained by the club structure document which is on the website.

SELECTION

Volunteer roles are advertised throughout the club on at least an annual basis or when a role becomes vacant. Management Committee roles are advertised in the lead up to the Annual General Meeting (AGM) and decided via an election process at the AGM. Operational roles are advertised at the same time and are not filled through the AGM process but via Management Committee decisions soon after the AGM. Service Delivery roles are filled on a seasonal basis with the Cricket Managers and Cricket Operations group taking the leading role to identify volunteers as they are establishing the playing teams. It is vital for efficient club operations and good communication that all volunteer roles are filled. Club members are encouraged to take on volunteering roles and contribute to the club's operation.

EXPECTATIONS

Volunteers are expected to be committed to the club, its members, standards, and have a willingness to participate, be available, meet suitability and agree to implement the codes of conduct and regulations of the club and its activities. All volunteer roles have a Task Sheet (for Management Committee members this includes a Position Description). These can be found on the club website. The Task Sheet advises the support person(s) for the role, period of the role, Blue Card requirement and reward available together with the expected tasks. All volunteers are to be provided with the Task Sheet and then respond with an acknowledgement that they have accepted the role and tasks. The acknowledgement can be provided through the induction process. The club places a high value on child safety, and most volunteer roles require a Blue Card. Volunteers are expected to read and understand their obligations and the club's expectation for child safety (on the website) and give priority to obtaining a valid Blue Card which is then linked to the club register.

INDUCTION AND TRAINING

All volunteers are to be provided training for their role. For Management Committee and Operational volunteers ideally, this will initially be via a handover from the previous occupant and some advice from the support person. If specific training needs are identified, then a process to provide the training is to be developed. Captains, Coaches and Managers are to be offered training through the Cricket Operations group and for Coaches external coach education programs.

An induction process has been developed, and volunteers will be asked to undertake this. A resource document for Captains, Coaches and Managers is available on the website and will be distributed to these service delivery volunteers. A resource document for Management Committee and Operational volunteers is also available and is on the club shared drive and will be distributed via e-mail.

SUPPORT

Supporting volunteers is vital to ensure efficient functioning of the roles and that the occupant feels valued. The support person for each role will take key responsibility for offering this support. The club will ensure resources are available to adequately support the volunteers to do their tasks and to reimburse them for all approved out of pocket expenses and to recognise and reward them for their contribution. The club will look for opportunities to recognise and reward volunteers for their contribution e.g. regular communication, recognition at club meetings or events, invitations to special events etc.

REWARD AND RECOGNITION

A volunteer reward is available for all volunteer roles with a specific Task Sheet. The amount of the reward is included in the Task Sheet. Rewards are paid for Management Committee and Operational volunteers on an annual basis and for Service Delivery volunteers (except those paid on a fee for service basis) rewards are paid on a season or half season basis. The rewards are costed into the club's annual budget. Volunteers can chose to take the reward or donate it to the club.

A club shirt is provided for all volunteers. Reimbursement of out of pocket expenses will be considered by the Management Committee on application from the volunteer.

Club volunteers will be invited to volunteer recognition or other like celebrations.