

Volunteer Management Workshop

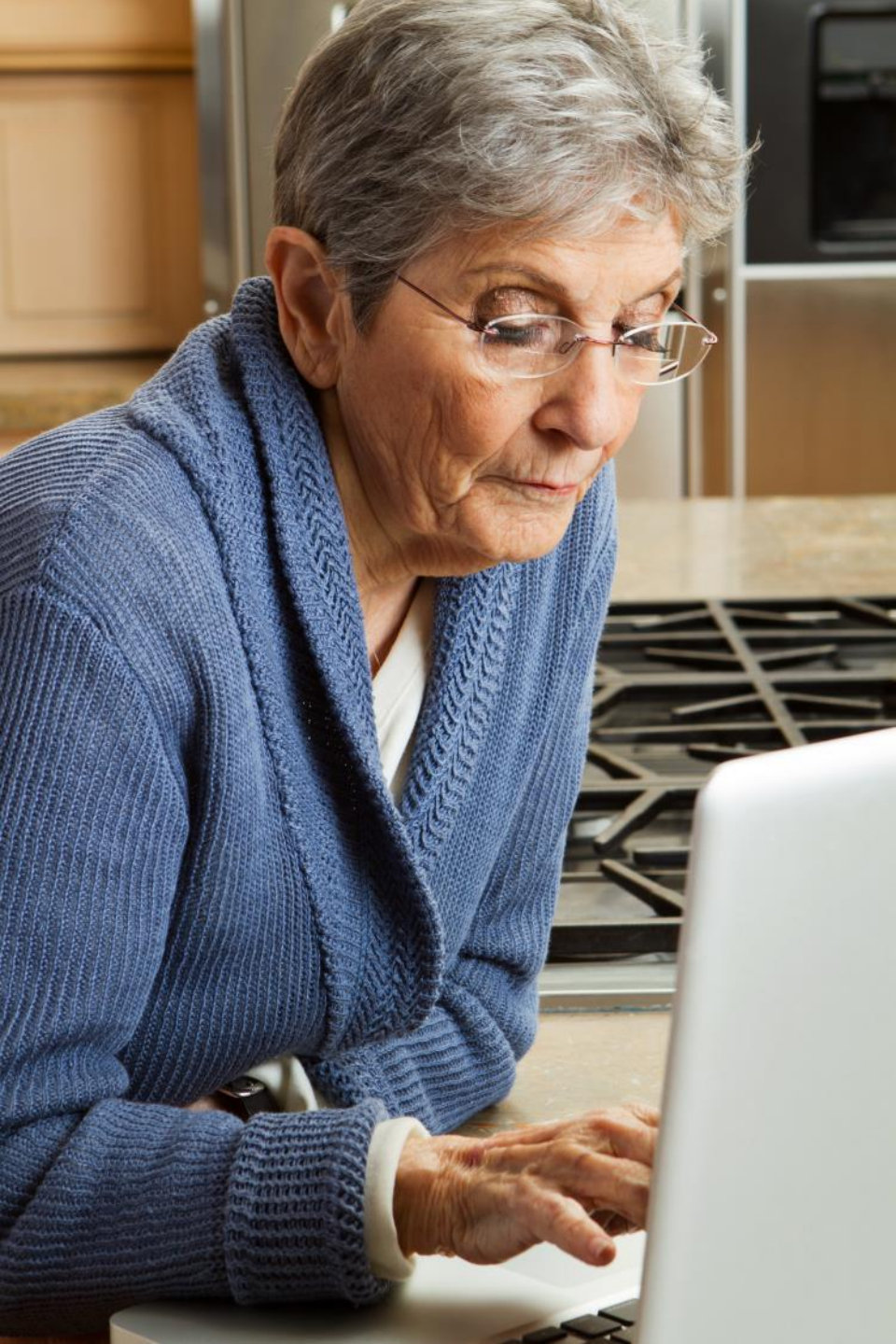
Sports Leagues and Associations



Specialized Volunteer Management Training

Volunteer
Toronto





Demographics

44% of Canadians volunteer their time.

Canadians aged 55 and up are the least likely to volunteer, but when they do, they give the most time.



Why is this information useful?

Take a look at the people in your community. Consider how you might use high school volunteers or create lasting relationships with older volunteers willing to give more time.

Course objectives



Identify areas of strength and areas of growth



Identify who volunteers are and their role in the organization



Express the role of volunteer managers in supervising and increasing motivations of volunteers



Describe the elements of effective, lasting volunteer training



Increase your confidence in your volunteer management knowledge

Knowledge
Self-Assessment

Today's Workshop

Part One

The Role of Volunteers

Part Two

The Role of Volunteer Managers

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Break

Part Three

Making Training Work

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Part One
The Role of Volunteers



What is a volunteer?

Volunteers give their time to help your organization

Might have a formal role (committees) or informal role (help at a match)

They could be members, parents, past players, interested community members

Volunteers at your association

1. Who is a volunteer in your organization?
2. What does a volunteer do?
3. Do your volunteers have role descriptions, expectations, titles?
4. How do you find volunteers?

Definitions

Volunteer

Someone with a defined role, contributing toward tasks and responsibilities

Member

Someone playing the sport, pays a per-game or season fee, also “player”

Parent

Parent might be a separate category from “member” or “player”

Executive/Board

Leadership volunteers, running the organization

Membership fee

Player and volunteers may both be required to pay the fee

Position description

Title, duties, activities of volunteers, ensuring expectations are clear

The role of volunteers



Chair



Tournament
Volunteer



Fundraising
Volunteer



Sport-
Specific

Members vs volunteers

Someone who:

- Plays the sport Member
- Plans a fundraising event Volunteer
- Coaches a team Both
- Watches a game Neither
- Oversees the league Both
- Serves as a treasurer Volunteer
- Participates in tournaments Member

Consider barriers to volunteering for non-members, such as cost



Maintaining relationships





Case study: Toronto Baseball

Executive/Board:

Struggle to fill positions at top-level Executive since things appear to be going well, trying to attract more interest from local leagues

Skilled Volunteers:

Coaches, umpires, etc. involve rigorous screening, TBA can offer honourarium and position training as unique benefit



Case study: Ice hockey league

Executive/Board:

Planning committee always seeking new volunteer members

Skilled Volunteers:

More desirable times like late morning

Short-term volunteers (for part of or only one season)

Volunteers step up only when the need is evident

Finding volunteers

Read the scenario in your group, and answer these questions:

1. What might be the cause of the decline in volunteers?
2. Where would future volunteers come from?
3. What would the next steps be?



Setting expectations

Start with position description to define what the volunteer does in the role

Include rules of conduct, behaviour, performance management

Provide all the information ahead of time so expectations are clear for volunteers

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Part Two
The Role of Volunteer
Managers



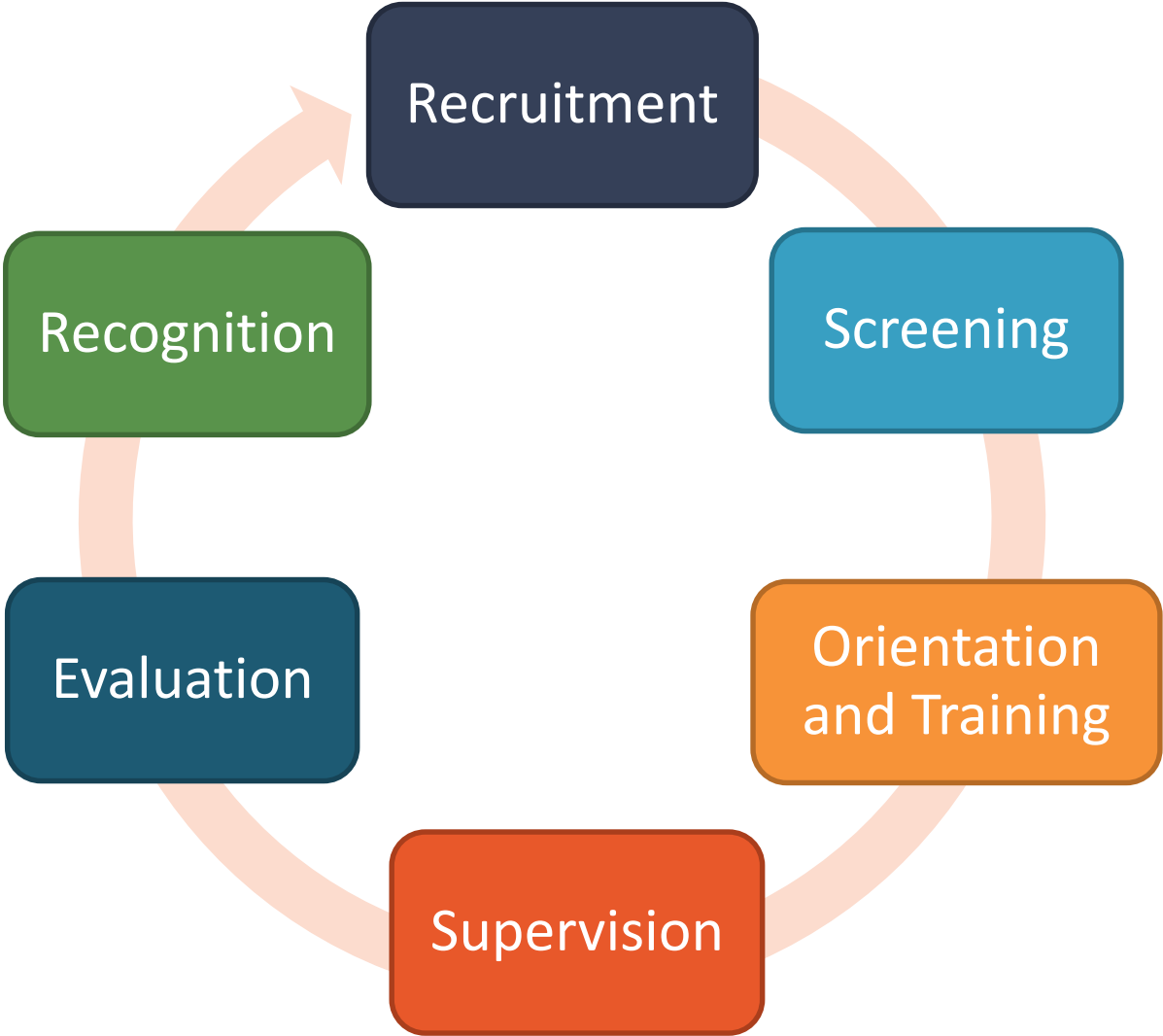
What is volunteer management?

Working with or having responsibility for volunteers makes you a volunteer manager

Shared responsibility among leadership volunteers

Priority is to keep lines of communication open

Volunteer management cycle



Volunteer leadership

Create opportunities for volunteers to take on more responsibility and become leaders

Ensure support systems are in place, including an additional contact person

Seek out training, resources, knowledge sharing opportunities and prepare succession materials



Planning supervision

- ✓ Making sure volunteers are doing their roles, meeting expectations, and representing your organization appropriately
- ✓ Use volunteer logs or online systems to track their work, reporting on matches or events,
- ✓ Ensure volunteers are showing up on time, behaving appropriately



Case study: Toronto Baseball

President of each league is the “main” volunteer manager

Remind volunteers of their responsibilities when they focus too much on the sport and not the necessary tasks

Screen volunteers for best fit and look for a dedication to the cause and pre-existing knowledge, skills and/or experience

Case study: Ice hockey league

Anyone on the Executive Board might have volunteer management responsibilities

Remind volunteers of their responsibilities when they focus too much on the sport and not the necessary tasks

Having non-member volunteers pay the fee might cause them to stay in the role more



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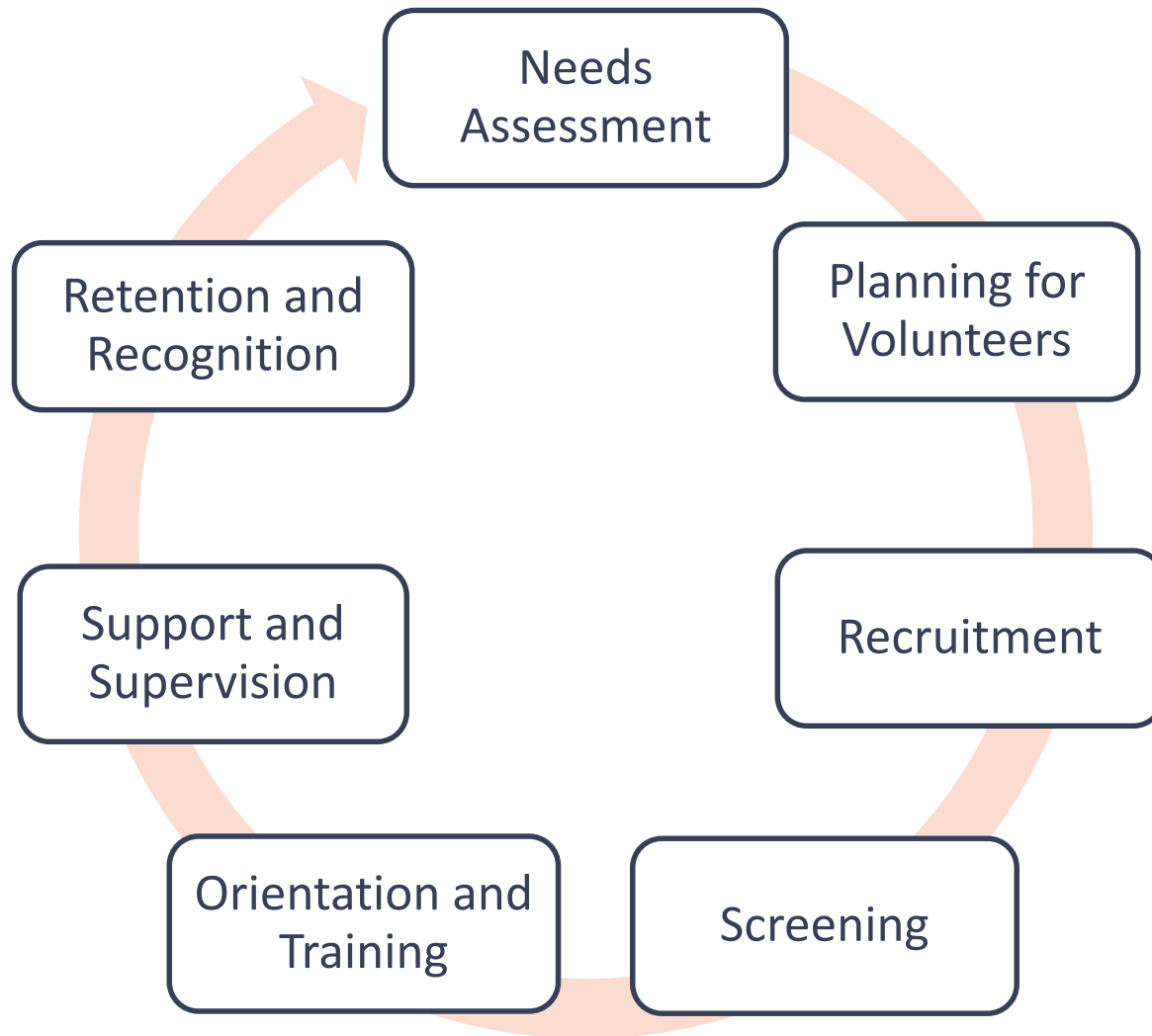
Break!

Keeping volunteers motivated

- ✓ People are motivated to volunteer for their communities and themselves
- ✓ Find out what drives your volunteers to go beyond their own participation
- ✓ Provide management/support that works with volunteers style – this can impact their motivation



Cycle planning activity



Building year-round connections

- 1 Provide updates on regional associations in your sport
- 2 Have a centralized point of contact/contact person
- 3 Share the benefits of moving into a new role
- 4 Talk about opportunities to volunteer with other organizations or events during the off-season
- 5 Provide benefits such as discounts and free tickets

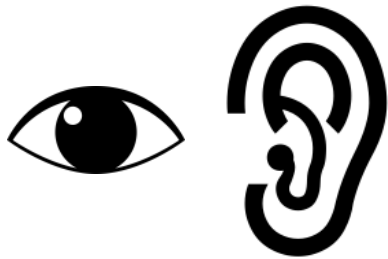
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Part Three
Making Training Work

Adult education basics

Adult learners want to be respected, given opportunities to practice and want to move quickly

The Learning Process



Intake
(hearing,
experimenting)



Process
(solo, taking
notes)



Interpret
(comparing it with
what they know)

Making effective training



Step 1

Cater training to learner types by including activities, group work, scenarios

Step 2

Teach things volunteers have already learned in a new way – role plays, simulations, games, videos

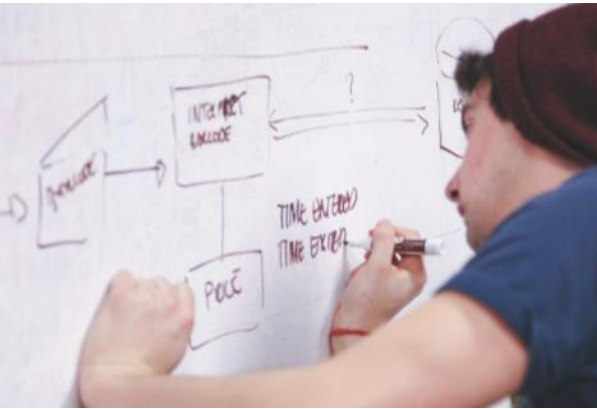
Step 3

Assess what volunteers have already learned using situations and scenarios

Step 4

Offer training alternatives, such as group and solo work

Training challenges



Existing Knowledge



Attending Training



Redundancy



Other Options

Scenarios

Read the scenario as if this was about your own volunteers, then answer the question

Scenario 1 – New Volunteers

Scenario 2 – Returning Volunteers





Case study: Toronto Baseball

Executive members:

Training provided through
mentorship

Enhanced through orientation
package and scenarios

Skilled volunteers:

Most roles are required to take
Baseball Ontario training

House league coaches and umpires
attend clinics from senior coaches
and role-shadow



Case study: Ice hockey league

Executive members:

No formal training beyond meeting with President

Use orientation document, scenarios and mentorship

Skilled volunteers:

Most training required by provincial associations

Some roles can learn from senior volunteers sharing experiences, can also role shadow at games

Training questions

Don't have time to make new training materials?

Options for providing training online?

How can partners help with training?

What are some alternatives to training?

What if my volunteers don't like training?

Training worksheet

Training style	Motivation	Connection
Scenario	Making a contribution	Showcase the impact the volunteer will make in the role by using a scenario activity of a real interaction
Icebreaker	Networking with others	Use an icebreaker that will encourage volunteers to meet each other, forging connections for later in the role



Your ongoing role:

Serving your organization's mission



Resources

- Achieve Ontario
- SPARK Ontario
- CNIB
- Hot Docs International Documentary Film Festival

CANADIAN CODE FOR VOLUNTEER INVOLVEMENT



VOLUNTEER
BÉNÉVOLES
CANADA



The Canadian Code for

Volunteer
Involvement

The Canadian Code for Volunteer Involvement



volunteer.ca/ccvi

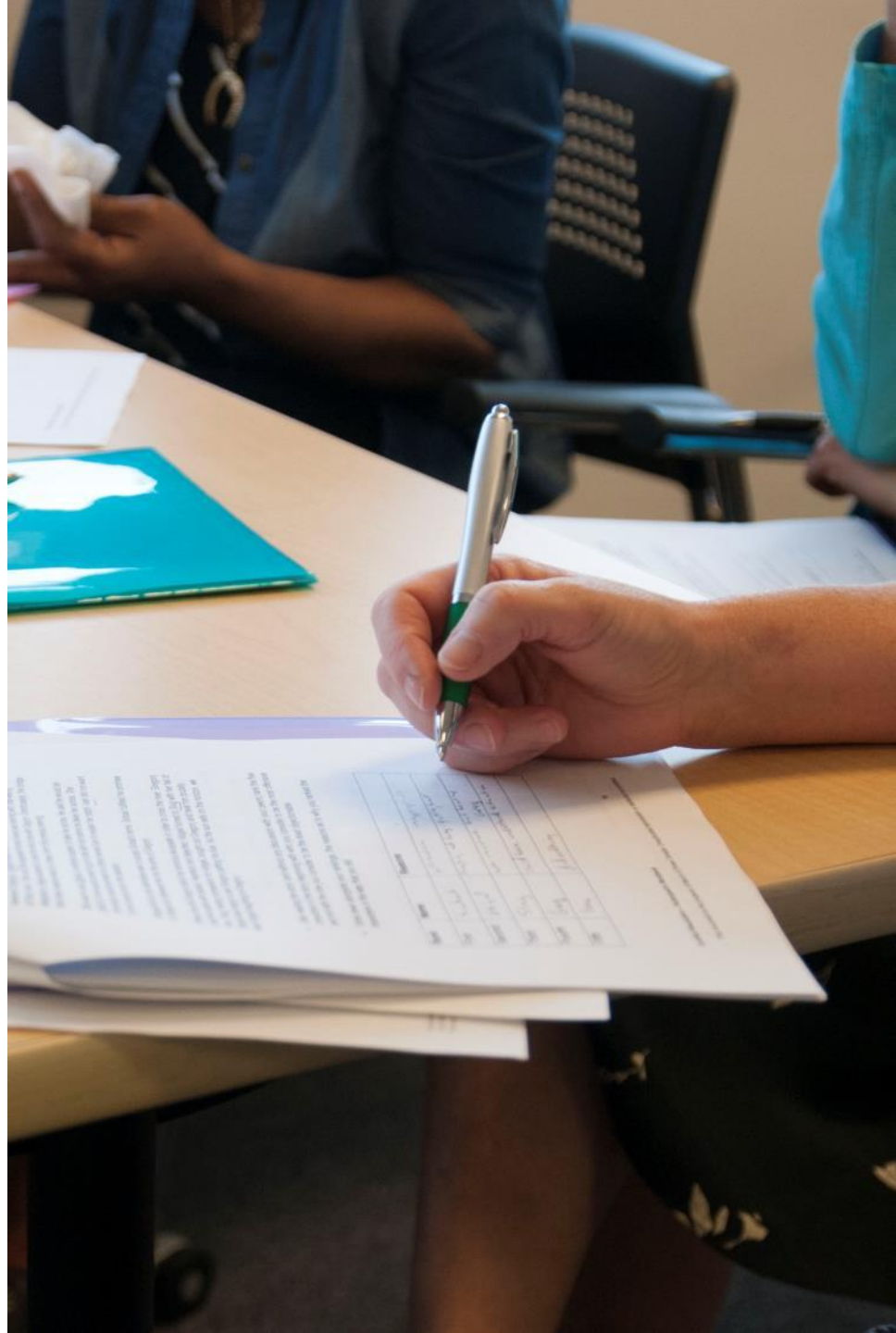


10 Standards of
Volunteer
Management

volunteer.ca

For more support

- ✓ Connect with your local volunteer centre
- ✓ Join or build a network
- ✓ Connect with other volunteer managers
- ✓ Revisit these training materials
- ✓ Consult available resources
- ✓ Contact Volunteer Toronto:
info@volunteertoronto.ca



“ Make a clear determination of who is a volunteer and who is a volunteer manager — this way you’ll be prepared for anything and you’ll be better prepared to find new, great volunteers for the future.



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