

PLANNING FOR YOUR CLUB VOLUNTEERS

Building a Volunteer Management Action Plan (V-MAP)

Open Support Session

Monday July 29 – 7.30pm – 9pm



Session Outcomes

The purpose of tonight's session is to:

- Provide the opportunity for you to ask any questions regarding your Club Volunteer Management Action Plan (V-MAP) and any of the resources within the extensive Volunteer Management Framework (VMF) provided by Karting Australia.
- Use the 7 Steps Table to collaborate on any challenging aspects in preparing your Club Volunteer Management Action Plan (V-MAP)

PLANNING FOR YOUR FUTURE VOLUNTEERS using Karting Australia's Volunteer Management Framework

- The “**Volunteer Management Framework**” (VMF) *Available Electronically*
- The “**Volunteer Management Action Plan Workbook**” (V-MAP Workbook) *7 Steps Table*
- The template [Club* Name] “**Volunteer Management Action Plan**” (V-MAP), with three (3) versions being for small, medium, and large Clubs*.
Everyone has a copy suitable for your club size. This is your final club document.
- Customisable off-track “**Volunteer Position Descriptions**”; *Available Electronically*
- Various checklists and surveys that each Club can call their own and use in the recruitment, development, and management of their Volunteers. *Available Electronically*

<https://www.karting.net.au/club-toolkit/volunteers>



Preparing the V-MAP – Resources

Delete the V-MAPs that you are not using and customise the version that you have selected.

Small Club V-MAP (Fewer than 50 members)

[Karting Club] Volunteer Management Action Plan

1. Introduction (Setting Up For Success)

- A. **Purpose**
 - To effectively manage and appreciate the volunteers who support the XYZ Karting Club.
- B. **Scope**
 - This plan covers the recruitment, training, appreciation, and retention of volunteers.
- C. **Objectives of the Volunteer Program**
 - Enhance the club's operations and events.
 - Foster a sense of community and teamwork.
 - Provide opportunities for members to contribute and develop skills.

V-MAP WORKING DOCUMENT (Word Doc)

Go to p. 6 Small Club V-MAP (Fewer than 50 members)

Go to p. 9 Medium Club V-MAP (More than 50 and less than 150 members)

Go to p. 12 Large Club V-MAP (More than 150 members)

Actions That The Club Will Consider Taking

The following seven tables contain numerous discussion points and actions that each Club should consider for inclusion in their V-MAP. Add/Change the traffic light under status as you move through the tables.

Step 1: SET UP FOR SUCCESS		
STATUS		
● Not Started	● In Progress	● Completed
1. Background & Importance of Volunteering in Karting		Status
Understand the broader benefits of volunteering beyond the track. <ul style="list-style-type: none"> • Building new friendships. • Becoming part of a community. • Acquiring new skills. • Boosting confidence. • Spending quality time with family. • Feeling a sense of purpose and giving back. • Experiencing enjoyment and fun. 		●
2. Framework Principles for Volunteer Management		
Develop a Plan	<ul style="list-style-type: none"> • Ensure the plan is easy to implement and understand. • Make volunteering attractive. • Offer a positive social experience. • Address time constraints by ensuring timely volunteering experiences. • Make the experience rewarding. Remember: Recognition + Reward = Retention. 	●

Volunteer Management Action Plan Workbook. Additional Detail

Overview – 7 Key Steps Of Your Volunteer Management Action Plan		
Step 1	SET UP FOR SUCCESS:	Use the information in this Volunteer Management Framework document help you to develop a plan to recruit, empower and celebrate your volunteers. Laying a solid foundation should make it so much easier you and those who will follow in your footsteps in the months and years ahead
Step 2	KNOW WHAT YOU'RE LOOKING FOR: <i>Develop Your Plan</i>	A clear Volunteer Plan lets everyone know how they can help and what they're expected to do. A well thought out plan that fits the size of your Club: <ul style="list-style-type: none"> • Helps you manage volunteer recruitment and training. • Describes club roles and what each member can offer. • Ensures a friendly place for volunteers. • Anticipate and addresses issues that may arise. • Appreciates volunteers.
Step 3	RECRUITING: <i>Attracting Your Volunteers</i>	Identify and understand the tasks that need to be done – On Track and Off Track. Adopt or write Position Descriptions Look inside and outside your Club Ask people to help, advertise.
Step 4	SUPPORT YOUR VOLUNTEERS	Creating a great experience will help keep your volunteers coming back. Proudly teach them about your Club. Be welcoming, friendly, supportive. Induct, train and mentor your new volunteers.
Step 5	CREATE VALUE FOR: <i>Your Club, Volunteers & Community</i>	Volunteers bring a sense of dedication, community, and selflessness to a club, bringing energy and a shared purpose. In return, a club can enrich their volunteers' experiences by providing opportunities for personal growth, skill development, and fostering a sense of belonging and achievement.
Step 6	REWARD AND CELEBRATE YOUR VOLUNTEERS	Recognising and celebrating volunteers is essential for your club. It fosters a sense of appreciation and community, motivating members to continue their valuable contributions. Appreciation and rewards come in many forms and leads to long term mutually beneficial relationships.
Step 7	PLAN FOR SUCCESSION	A club's sustainability relies on effective succession planning for its volunteers. For a club to thrive and maintain continuity, it's imperative to have succession plans in place for its volunteers.

SUMMARY REMINDERS



THE 7 KEY STEPS OF THE VOLUNTEER MANAGEMENT ACTION PLAN (V-MAP)

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The V-MAP Journey so far?

Your Questions to assist in moving forward with the V-MAP?



Step 1: Set up for Success

What actions can be taken to set up for success?

- Addressing **THE WHY** and committing to a Volunteer Management Plan – YOUR CLUB V-MAP now. (And understanding the **What if we don't**)
- Addressing **THE WHO** will be involved?
 - * Add Volunteering to meeting agendas (Club Executive & Club Committee).
Include a Budget for Volunteers (recruitment, training, recognition and reward).
 - * Medium & Large Clubs - Consider appointing a Volunteer &/or Officials Coordinator. Ideally have someone in the club in charge of Volunteers.
- Modify the V-MAP template document look make it look and feel like it belongs to your club.



Step 1: Set up for Success by addressing

Who will make the decisions to commit to the Volunteer Management Action Plan (V-MAP)?



Who will prepare the Volunteer Management Action Plan (V-MAP) document?



Who will drive the implementation of the Volunteer Management Action Plan (V-MAP)?



Who will measure the success of the Volunteer Management Action Plan (V-MAP)?

THE WHO?

How can you answer the **Who?**



Step 2: Volunteer Roles and Responsibilities

(Know what you're looking for).

- Volunteer and Race Officials numbers? Current and 2025 targets.
- Be clear on the reasons WHY PEOPLE VOLUNTEER
- Identify the Roles the club requires: On the track (officials) and off the track (volunteers) – Use Appendix 1 VMF to audit.
- Identify responsibilities and skills. Modify position descriptions to be clear on skills and responsibilities. How can roles be shared or divided up (rather than doing what we have always done)?
- What are the needs of our volunteers now and moving forward?
 - Is a survey required?
 - Do facilities need to be upgraded/modified to cater for needs of volunteers?



Step 3: Recruiting

Important Recruitment considerations.

- Are you ready to welcome and appreciate new volunteers? Do you have in place people, communication and processes to ensure the first contact with the club is positive?.
- Consider the timing of any formal recruitment. How, when and where will advertising for volunteers take place?
- Recruitment options from both inside the club and outside in the wider community.
- Be clear on possible roles to match volunteers to recruitment needs. Use role / position descriptions already prepared in Step 2 ensure skills and responsibilities are clear.

Useful resources from the Volunteer Management Framework:

- SEEKING OUT NEW VOLUNTEERS (KA VMF p.15)
- HOW TO ADVERTISE A VOLUNTEER ROLE (KA VMF p.16)



Step 4: Supporting Your Volunteers



What actions can be taken to support your volunteers?

- Welcoming Volunteers - Welcome kit?
- Is it worth having a Welcome Officer to greet new volunteers?
- Provide a consistent welcome experience.
- Induction / Preparing Volunteers to participate in the club. What do new volunteers need? Draw on recent new members to provide ideas in this space.
- Training – First Aid, RSA, Race Officials. Consider a training plan for maximum benefits and team learning opportunities.
- Plan for budget
- Communication.

Useful resources from the Volunteer Management Framework:

- Document 13 Position Description – Welcoming Officer
- Document 15 – Volunteer Induction Checklist Template

Step 5: Create Value for All

What actions can be taken to create value for all members.

- Engaged and Active Volunteers is the goal!
- Offer a job shadowing / swap opportunity for a morning or afternoon
- Job Swap Fun Day – The officials become the drivers and the drivers become the officials.
- Keeping Volunteers Informed – providing updates, communication
- Feedback – opportunities for feedback? Process for feedback?
- Club Volunteer Policies - Volunteer Complaint Policy, Behaviour Rules (Codes of Conduct)
- Volunteer Voice. Surveys can generate new ideas, highlight existing strengths and weaknesses. **Give you data to inform decision making.**



Useful resources from the Volunteer Management Framework:

- Document 19 – Club Member Skills Survey



Step 6: Reward and Celebrate

Actions to reward and celebrate volunteers.

- Certificates of appreciation
- Shout outs for 'step ups'
- Drivers Choice Award for volunteer of the round
- Honour Boards / Pins / Badges for Service
- Awards – Family, Rookie, Most Events
- Photos and pictures around the club – are volunteers included?



Step 7: Plan for Succession

What actions can be taken to plan for succession?

- Mentoring – informal opportunities
- Mentoring – planned upskilling and preparing for wider roles
- Who is your number 2 or 3?
- Building a culture of succession
- Engaging with a wide member base e.g including younger club members

Next Steps...

- ✓ Begin or continue customising your Club's V-MAP.
Using the Volunteer Management Framework resources
- ✓ Ensure Planning for your club Volunteers (via the V-MAP) is firmly on the Club agenda now with plans covering 2025 and beyond

Support

- To be determined by your needs.
- Survey via email to see if further Open Question Support Sessions would be of benefit?

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