

VOLUNTEER RECOGNITION

“Creating a great club culture though happy staff & volunteers!!”

INSPIRE: What will inspire a culture of appreciation?

Volunteers are often recruited by other volunteers through co-workers, friends and family through positive word of mouth.

- Appoint a volunteer coordinator for your organisation
- Make a year round volunteer/staff recognition plan
- Tips for team leaders /coaches in making volunteers/staff feel welcome and appreciated e.g. saying thank you at the end of each session, take an interest in the volunteer
- Make available training and mentoring opportunities
- Volunteer /staff / coaches handbook with all they need to know about being involved with the club e.g. training opportunities, petrol refunds to courses, clubs structure, who to go to if having problems
- Regular newsletters/updates by e-mail.
- Volunteer meetings.

IMPACT: What can be done to show volunteers the impact of their work?

Studies show most volunteers believe the best form of recognition for volunteers is to know the impact of their work.

- Keep volunteers informed of the clubs vision, activities
- Create a summary of the clubs activities / performance of the year to give to volunteers to show how they have all contributed – eg numbers participating, Incentive Award numbers,
- Get members to write a note on a piece of paper at the end of the year expressing what they have got out of the programme include parents - include the comments in a thank you card and add some of the best comments in the summary to clubs.

CELEBRATE: How can we recognise the volunteers?

Don't wait till the end of the year to acknowledge the people in your organisation, make the effort all year round. It doesn't have to be every week but a nice surprise every once and awhile will go a long way. It doesn't have to cost a lot of money – get local business involved or chose options that cost very little money. Many paid people also work hard for little money and they love to feel appreciated as well.

Informally

- Name badges
- Volunteer apparel – t-shirts, caps
- Volunteer of the month award
- Post volunteer acknowledgements/appreciation on websites and social media
- Birthday cards / cakes
- Have tea / coffee / snacks available at place of volunteering
- Homemade laminated book marks with personal note
- Arrange a fill-in to give your volunteer a night off
- Ask business to sponsor a gift or provide a discount voucher to thank your volunteers eg food, petrol vouchers,
- Know what your volunteers like eg volunteer discount voucher for coffee cart
- Acknowledge Volunteer Awareness Week

Formal

- Acknowledgement at club prize-giving's
- Club Awards System
 - E.g. volunteer of the year award, service awards
 - 5 , 10, 15, 20, 25+ Years Service Acknowledgement
 - Life memberships
- National Sporting Recognition Schemes
- Thank you events eg BBQ
- Nominations for local sports awards eg Coach of the year, Service to Sport
- Nominations for Sport-Maker Awards