

RECRUITMENT AND RETENTION OF VOLUNTEERS



FFSA



VOLUNTEERS

- What are the challenges facing your club in recruiting volunteers?
- Provide two initiatives, strategies, activities that your club has successfully implemented to recruit volunteers.



ATTRACTING VOLUNTEERS

- **Where from?**
 - From within your own club
 - Family members (ensuring they can watch their children play)
 - Look outside the square(club)
 - Retired people
 - People from different cultural groups
 - Unemployed people
 - Youth – High School/Uni Students

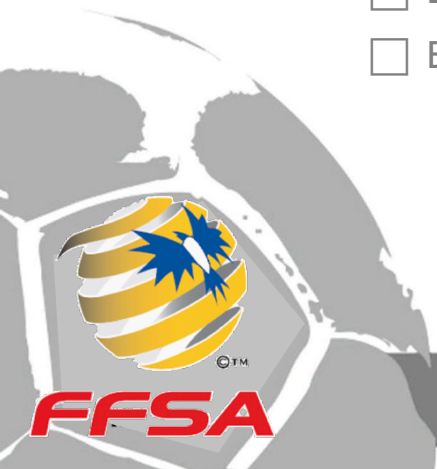


Attracting Volunteers

- Identify the roles
- Advertise – social media/newsletters/emails

We would hope all families will be involved where they can, so please indicate how you (or another family member) could help by ticking the boxes below:

- ☐ Be a Ground Steward (not all the times – roster provided)
- ☐ Work in the canteen (not all the times – roster provided)
- ☐ Be a linesperson (not all the time – roster and training provided)
- ☐ Coach a team (Training provided)
- ☐ Be an assistant coach (Training provided)
- ☐ Be on the club committee
- ☐ Be a team manager



Attracting Volunteers

- Job description
 - How can they do a role if they do not know
- Induction into the role and the club
 - Who are the people in the club
 - What resources are available to them
 - Complaints procedure
 - Do they feel engaged
- May take time to save time in the long run
- Variety of roles, short and long term roles –all must provide a time limit.



Example



Ground Stewards are to be located near their own spectators

Support in a positive manner



Example



Allocate Grounds Stewards to areas around the field, where there are spectators



Example



Allocate according to where the spectators are located, who should be inside the fence area? Can an object be used if an incident occurs?



Example



Location of Ground Stewards and Role Modelling



Direction for Ground Stewards

- Ground Stewards are not security guards.
- Stand near own supporters, monitor the behaviour.
- Where three Ground Stewards are appointed, they need to be utilised in areas that is going to support the management of the game. Match officials will provide direction.
- If an issue arises, take the following action;
 - Speak to the person
 - Repeat request
 - Ask person to move away or leave
 - Escalate the issue to a club official



Direction for Ground Stewards

- If an incident occurs, Ground Steward is to complete and submit report template to their club.



GROUND STEWARD INCIDENT REPORT FORM

Name of Ground Steward: [Click here to enter text.](#)

Name of Club: [Click here to enter text.](#)

Date of Game: [Click here to enter text.](#) **Venue of Game:** [Click here to enter text.](#)

Competition: [Click here to enter text.](#)

Details of the Incident

Please outline the details of the incident. Please ensure that you provide specific details relating to the incident that you are reporting including the nature of the incident, who was involved in the incident, please provide names if known, any action that you took prior to the incident or at the time of the incident and if any action was taken by the match officials or any other club officials. Please attach additional pages if required.

This report must be submitted within 48 hours of the incident occurring. [Click here to enter text.](#)

FFSA Office Use Only

Received by:

Date:

Action to be Taken:



Direction for Ground Stewards

- Wear the vest provided, identify your role.
- Role model
- While undertaking the role;
- Focus on the role.



Recap

- Risk Management for the club.
- Minimise cost - Security
- Image of the club and the sport.
- Encourage spectators, players (in particular juniors) and match officials to be involved in the sport.
- Develop a positive culture.



Club Conference February 2016

THANK YOU



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THANK YOU



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