



VOLUNTEER MANAGEMENT ACTION PLAN

Adelaide Cricket Club

Checklist	Strategy or Action	Action Officer
Source ideas to conduct volunteer recruitment within the local community	Circulate within club a call for volunteers. Review Feb 19 survey for any volunteers Consider letter dropping local community Hold volunteer night for recruitment	Club Manager
Have clearly defined opportunities for volunteer involvement in the organisation	Assess where volunteer roles are required, both long term and short term and ad hoc. Continue calling for volunteers.	M'ment Committee Club Manager Marketing Manager
Identify creative ways to attract volunteers	Research ways in which other organisations of a similar nature attract volunteers. Focus specifically on promotional tools that attract the age and gender which is required. Explore how volunteering opportunities could be linked to SACE / VET requirements in Adelaide secondary schools. Develop a special offering that gives volunteering at ACC a real point of difference from other clubs with unique value / reward for effort.	Management Committee/Board
Promote volunteer stories	With permission, promote volunteer stories across various media (website / social / events) to personalise the experience of being involved in the club and what it means to people. Stories could feature in written and video format.	Management Committee/Board (Marketing)
Ensure an appropriate screening process is conducted	Develop a process whereby a club president or official is present to interview the new volunteers to ensure the volunteer is appropriate for the role.	Club Manager/Board
Job descriptions	Ensure the volunteer roles have a position description outlining the roles and responsibilities of the volunteer.	Management Committee

Induction information	Develop a tool kit / handbook listing the required information necessary for the volunteer to undertake their roles and responsibilities.	Management Committee
Collate contact details of club members	Develop a process to collate and update volunteer membership details. This can include a brief profile of the volunteer.	Club Manager
List training opportunities for volunteers	Identify and list appropriate and relevant training and development opportunities for volunteers. Dept. of Sport & Rec etc.	ACC 1st Grade Scorer Club Manager
Identify volunteer career progression opportunities for each volunteer	Profile each volunteer and identify ways in which the organisation can offer internal opportunities for rotation/progression in different positions.	Club Manager/Board
Conduct regular review of volunteer skills and abilities	Conduct annual reviews of each volunteer to assess skills and, where necessary, provide up-skilling or further training.	Club Manager/Board
Maintain and sustain community partnerships	Maintain links with community organisations to help garner additional resources when required. e.g., Glandore Community Club.	Club Manager/Board
Communicate effectively with volunteers	Provide pathways to communicate information to volunteers. Develop useful tools such as website, newsletter and flyers, and make use of social media.	Club Manager/Marketing Manager
Provide appropriate resources to ensure volunteers can undertake their roles effectively	Review, on a quarterly basis, the organisation's resources and develop a list of new items that are required or those that need updating or replacing. From this, develop initiatives such as fundraising or grant applications to source funding.	Management Committee
Conduct exit interviews when a volunteer leaves	Develop a basic exit interview that can be done via email, phone or face to face with volunteers who resign. Monitor and track reasons for volunteer resignations and develop ways to address reoccurring issues.	Board Member
Deliver a volunteer appreciation ceremony	Develop a volunteer awards program to be included in the end of year celebrations to thank volunteers for their support and dedication. List volunteers in Annual Report. Dedicate one T20 Home game as Volunteers' Day	Secretary Club Manager
Understand the motivations around volunteer participation in the organisation	Interview volunteers to determine their motivations for volunteering and use this information in marketing and promotional campaigns	Club Manager/Board
Have a relevant reward and recognition system in place	Assess the current approaches to reward and recognition and research ways to implement an ongoing system.	Board