



# **Sacred Heart Pymble Football Club**

## **Volunteer Guidebook**

## **1. INTRODUCTION:**

Sacred Heart Pymble Football Club recognises the critical role volunteers play within the football community. Attracting and retaining dedicated volunteers is vital to the continued success of Sacred Heart Pymble Football Club and the instrumental role they play in enabling us to function cannot be understated. Volunteers are the lifeblood of our programs and initiatives each season and we are committed to providing volunteers with a challenging and rewarding experience in every instance.

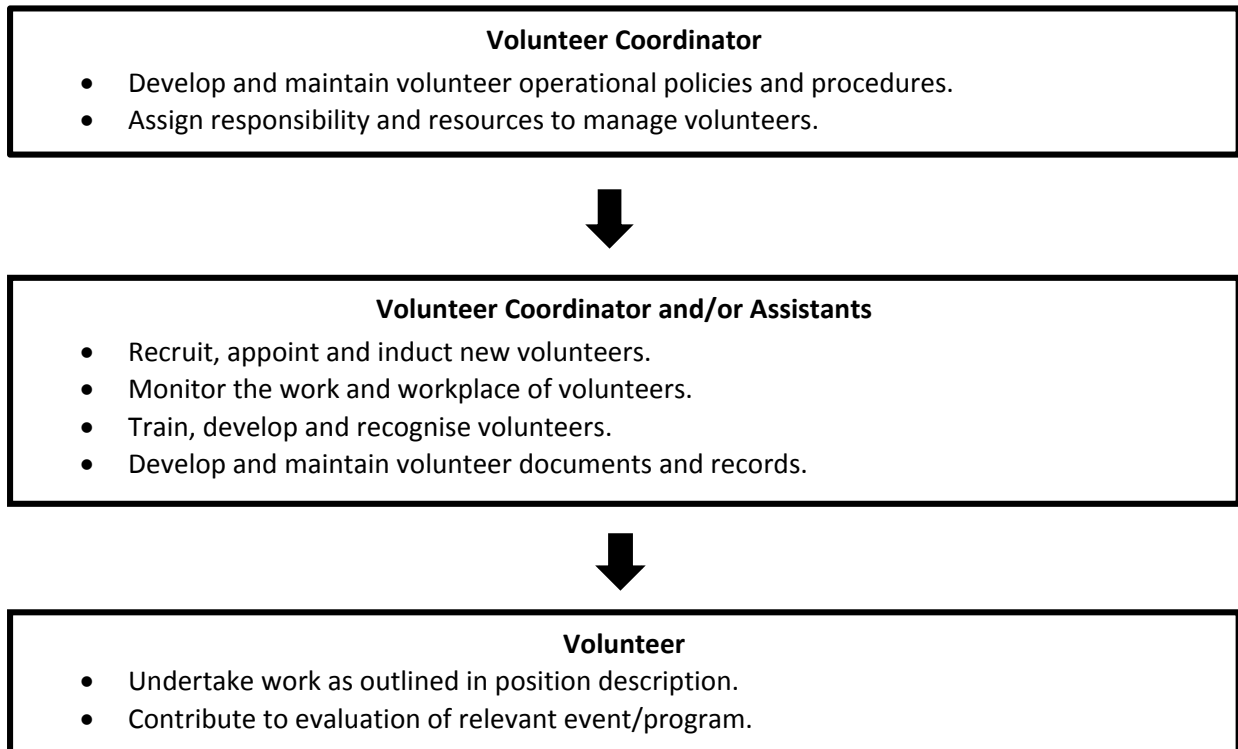
## **2. ORGANISATION OVERVIEW:**

Grassroots Clubs are a key ingredient in the development of football which is ranked as the leading participation sport in Australia. Sacred Heart Pymble Football Club has 240 registered players and is one of 33 Member Clubs which together form the Northern Suburbs Football Association, affiliated with Football New South Wales. There are currently approximately 45 volunteers. We are associated with Sacred Heart Catholic School, Pymble and our home ground is Sacred Heart School oval. Our club achieved Level 1 NCAS Accreditation in 2014.

Further information regarding our club can be found on our website [www.lionsfootball.org.au](http://www.lionsfootball.org.au)

### 3. HOW OUR CLUB MANAGES VOLUNTEERS:

Sacred Heart Pymble Football Club will ensure that volunteers are managed within a defined system by capable personnel with the authority and resources to achieve desired outcomes.



Your primary contact is our President (Chris McDougall, [president@lionsfootball.org.au](mailto:president@lionsfootball.org.au)). Other key contact details can be found on our website [www.lionsfootball.org.au](http://www.lionsfootball.org.au)

Your position description follows.

*Insert relevant Position Description in place of this page.*

## **6. Our Commitment to You:**

### **Induction/orientation Process:**

SHPFC understands the significance of inducting each of its new volunteers to ensure volunteers feel comfortable and supported both upon induction and as they settle into the role. Some of the topics which are to be communicated to you will be:

- Position description
- Relevant NSFA policies including the Code of Conduct, Member Protection and NSFA Handbook
- Handover from previous position holder – buddy and/or shadow system where possible
- Filing and previous work examples
- Contacts for assistance
- Existing files and resources

For new coaches and managers a specific information evening will be held for you covering the following:

- Introductions to the committee members
- Club ethos
- Relevant NSFA policies
- Managers role outline
- Coaches role outline
- Web site access/administration details
- Contacts for queries

### **Training Available:**

SHPFC recognises the importance of providing its volunteers with additional training to educate and prepare them for their role. This will also be implemented with existing volunteers taking up a new role within the Club. YOU will be provided with the following:

- Handover from previous position holder/s to the incumbent.
- Workshops by Office of the Childrens Guardian and FNSW (where relevant)
- NSFA coaching courses (where relevant)
- Refereeing accreditation courses (where relevant)
- First Aid and defibrillator training (if deemed necessary)

SHPFC pays course fees for volunteers.

Additional training as follows will be provided to existing or new volunteers which will enable them to perform their current role with greater efficiency, or to aid in their preparation for their new role.

Secretary and Registrar:

- System – MCM, MFC – for registration, team administration,

Coaches and Managers:

- Process –
  - Match results
  - Player 1,2,3
  - Goals scored
  - Forfeit
  - Emails
  - Teamer

Committee members (training by previous President and VP):

- Club administration
- Registration day organisation
- Presentation day organisation
- Grading day organisation
- Trial day organisation
- End of season photos organisation

Training for new grounds coordinator (by current President and VP):

- Field dressing
- Liaison with NSFA
- End of year major maintenance works organisation

**Appraisal Process:**

SHPFC is committed to ensuring volunteers understand how their performance has compared to the needs or expectations of the Club. SHPFC will analyse what was successful and what wasn't by seeking feedback from the committee and members. The SHPFC Volunteer Coordinator will conduct the appraisal process with assistance from the Vice-President. SHPFC endeavour to complete this process in October of each season.

Volunteers are encouraged to seek feedback upon commencement of the role. Remember, we are here to help you.

**Reward and Recognition:**

SHPFC recognises the contribution of its volunteers. Our volunteers are appropriately recognised by methods such as:

1. Public acknowledgement via news postings on our website, the school newsletter, emails and at our club events.
2. End of Season gifts where appropriate – organised by team or committee
3. Club merchandise
4. Other methods of recognition may be applied as determined by the committee

**Feedback Mechanism:**

SHPFC has processes in place for obtaining feedback from its volunteers which will be centred on SHPFC's Volunteer Management System. The aim of obtaining feedback is to improve the operation of the club and to assist or make easier the role of the volunteers. SHPFC employs the following feedback methods and welcomes your feedback at any time.

1. Feedback can be provided any time to the President or other relevant committee member.
2. Exit interview by member of Management Committee
3. Questionnaires/surveys
4. Feedback sought via AGM