

2 Join Us Standards



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2.1 Developing and advertising volunteer roles



Volunteers should have a purpose and be able to contribute to your organisation in a meaningful way.

You have identified the need of volunteers and decided who in the club will look after the volunteer coordination. Now it's time to start the recruitment process to build your volunteer team.

A good starting point is to develop volunteer role or position descriptions (PDs). Developing clear descriptions for your volunteer roles will help you and the club better manage the volunteers throughout their involvement, and it will provide clarity for the

volunteer, who will know what to expect when they put their hand up for a role. Volunteer PDs provide the basis for all aspects of volunteer recruitment, selection, induction, and performance management.

Try to match volunteers to roles that suit their skills and interests to help the club, while also giving volunteers the opportunity to develop new skills along the way.

Volunteer position descriptions

We recommend you develop a volunteer PD for each activity, task or project that has been identified as suitable and appropriate to be undertaken by a volunteer. Typically, this is done by the Volunteer Coordinator, or the committee member who has been assigned the task of volunteer coordination at your club.

How to... develop a volunteer position description

1	Develop a title for the volunteer role	<input type="checkbox"/> The title should accurately reflect what the role is about.
2	Write a short and catchy introduction paragraph	<input type="checkbox"/> Outline in summary what the role is about.
3	Always include the following information:	<input type="checkbox"/> Location of volunteer work. <input type="checkbox"/> Time commitment or hours required. <input type="checkbox"/> Purpose of the role. <input type="checkbox"/> Volunteer duties and responsibilities. <input type="checkbox"/> Training and supervision provided. <input type="checkbox"/> Statement on volunteer health and safety.
4	Consider whether the following optional information needs to be included:	<input type="checkbox"/> Skills, qualifications, or knowledge required or desired for the role. <input type="checkbox"/> Background screening checks, such as police checks, working with children checks, references. <input type="checkbox"/> Reference to volunteer reimbursement policy if this is relevant to the role.
5	Include a date and signature line	<input type="checkbox"/> Include a line where the volunteer can sign that they have understood the position description.
6	Review and revise	<input type="checkbox"/> Occasionally review the club's position descriptions to assess whether they are still relevant and accurate for the duties the volunteer is undertaking.

Advertise your volunteer role

After you have developed the volunteer PD, you may want to advertise the volunteer role online, via your club's notice boards, or in-person when talking to club members and volunteers. If you are advertising online, you will need to have a short advertisement ready, in addition to the volunteer position description. Make the advertisement catchy and engaging, as this will attract interest and good-quality volunteers!



Hot tip

Word-of-mouth is one of the most effective volunteer recruitment tools. Ask people directly if they would like to get involved!

Where to advertise

- Your club's website and social media channels, like Facebook and Instagram
- In an email to the club community of members and stakeholders
- On noticeboards around the club's sporting grounds
- In the change rooms, canteen and/or toilets of the Club
- On a dedicated volunteering website such as [Volunteering Tasmania¹](#) or [SEEK Volunteer²](#)



Templates | Volunteer Roles and Position Descriptions

(Appendices 1 and 2) Use these templates to get started in developing your club's position descriptions. The example templates are for comprehensive position descriptions — make your position descriptions less detailed if you prefer.



Information sessions

Some organisations and clubs may find it useful to hold volunteer information sessions where people can find out more about your club and the volunteering opportunities on offer. This provides a good opportunity for potential volunteers to assess whether the club and the available roles are the right fit for them. It also provides the club with an opportunity to set clear expectations about the volunteer roles and commitment required.

¹ <https://www.volunteeringtas.org.au/for-organisations/list-a-role/>

² <https://www.volunteer.com.au/>

How to... develop a volunteer role advertisement

1	Make it catchy and engaging!	<input type="checkbox"/> A catchy title and first line of the advertisement are very important, to catch the eye and ensure potential volunteers keep on reading. You can use humour if appropriate.
2	Keep it short and to the point	<input type="checkbox"/> An advertisement should not be too long but does need to include some key information like the volunteer role title, a brief description of the organisation and a brief overview of the role and tasks.
3	What's in it for me?	<input type="checkbox"/> Let the potential volunteers know what's in it for them and why they should apply.
4	Provide contact information	<input type="checkbox"/> It may seem simple, but don't forget to provide contact details and/or a link to the complete volunteer position description for more information.

2.2 Volunteer selection and screening

Once you have advertised your volunteer roles and start receiving expressions of interest from potential volunteers, the next steps are to select, screen, register and appoint volunteers to the relevant roles. It is important to have good selection and screening processes that are transparent, well-documented and followed, to help avoid running the risk of complaints about unfair treatment or discrimination.

Application form

We recommend you have a standard volunteer application or registration form for your club that can be used for any type of volunteer role you advertise.

A volunteer application form should include basic contact information, emergency contact information, availability, and volunteer interests.



[Template | Application Form](#)

(Appendix 3)



Hot tip

If you use an online volunteer management system such as Volunteer Records Information Administrator (VIRA) or have a contact form functionality on your website, you can offer the application form online. This will reduce data entry for your club's Volunteer Coordinator.

Selection

The purpose of the selection process is to recruit volunteers who are well-matched to the roles required.

There are many ways you can conduct a volunteer selection process, and there is no golden rule as to what the best way is. Some organisations interview potential volunteers simply by having a chat over the phone, while other organisations have more structured face-to-face interviews with volunteers— either one-on-one or in a group setting.

Screening

The purpose of the screening process is to improve the quality and safety of the services that your club delivers, and to reduce any risks for the club and its members and stakeholders.

Not all roles require the same level of screening and you may have different processes for different volunteer roles, depending on the level of responsibility you require from the volunteer. For example, for a role that involves a volunteer dealing with finances or working with children, you may find it more important to conduct referee checks. Whereas this may not be required for a data entry role in the office.




Police Checks and Working with Vulnerable People Checks



Only conduct checks that are necessary and put in place reasonable security measures when storing the information, you receive.

Some organisations choose to have a blanket rule to conduct Police Checks or Working with Vulnerable People Checks (WVPC) for all their volunteers, while others choose to conduct these checks based on the relevance to specific volunteer roles, as mentioned above.

It's up to the Club Committee to assess when to conduct which checks and to develop procedures or guidelines that are consistent and transparent. The club also needs to consider the costs involved in conducting these checks, and whether the volunteer or the club will pay for this.

-  Information on how to register and apply for WVPC can be found on the [Tasmanian Government website](#).³
-  Information on who needs to register to work with vulnerable people, and who may be exempt, can be found on the [Tasmanian Government website](#).⁴
-  Police History Record Checks (police checks) can be initiated via the [Tasmania Police website](#).⁵

Some applicants may be eligible to receive a concession rate for the National Police Record Check if your organisation is registered with Tasmania Police. Further information for organisations about registering with Tasmania Police and eligibility can be obtained by contacting Criminal History Services via the [Tasmania Police website](#).⁶



³ <https://www.cbos.tas.gov.au/topics/licensing-and-registration/registrations/work-with-vulnerable-people>

⁴ <https://www.cbos.tas.gov.au/topics/licensing-and-registration/registrations/work-with-vulnerable-people/do-i-need-to-register>

⁵ <https://www.police.tas.gov.au/services-online/police-history-record-checks/>

⁶ <https://www.police.tas.gov.au/services-online/police-history-record-checks/concession-rate/>

Developing your own selection and screening process

To help you develop a selection and screening process that works for your club, you can follow the 'How to' guide that follows to work out what parts of this process are relevant to your club.

Remember, there are many ways you can choose to select and screen your volunteers, so use this as a guideline to help you work out what steps are best suited for your club.

How to... conduct volunteer selection + screening

1

Review applications

- Does the volunteer meet the requirements of the position description?
- Make a shortlist of most suitable applicant(s) and schedule interviews.
- Ensure you consider how your shortlisted potential volunteers contribute to diversity in your volunteer pool (a mix of ages, backgrounds, populations and abilities).

2

Interview applicants

- Prepare questions for the interview and note what answers you are looking for (in line with the requirements/criteria for the volunteer role).
- At the interview, give the volunteer an overview of your club and its mission.
- Interview all applicants using the same questions.
- Make notes during the interview on the form with interview questions.
- An interview can be very informal and just a chat with each person over a coffee to get to know them a little and get a sense of their personality, interests and skills they can bring to the club.

3

Select the most suitable volunteer

- Compare applications and interviews against your criteria.
- Create a shortlist of the best applications.
- Select the best volunteer for the position.

4

Conduct checks to screen the volunteer

- Check the volunteer's credentials to verify their skills – if applicable.
- Obtain national police clearance – if applicable.
- Obtain working with children check – if applicable.
- Call the volunteer's referees to learn more about their suitability for the role – if applicable.
- Once all outcomes of your screening checks are satisfactory, contact the volunteer to let them know they have been successful.

How to... conduct volunteer selection + screening

5

Volunteer accepts the offer

- Get the volunteer to sign the position description and Volunteer Agreement (see Section 3.1 Orientation and Induction).
- Get the volunteer to sign any other required policies or procedures (if relevant).
- Contact any unsuccessful volunteers and let them know the position has been filled.
- Take down any advertisements.

6

Record volunteer details

- Securely store volunteer information you gather on the volunteer database.
- Make sure you have contact details for the volunteer, including an emergency contact.
- Make sure you keep track of when the volunteer's certificates/ checks are due to expire and request new ones as required.
- Ensure you also enter and retain the details of any volunteer that you decline with reasons for the refusal on your database.