

# CLUB VOLUNTEER INDUCTION CHECKLIST

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Whether a volunteer is new to the club or a longstanding member, is going to help out occasionally or take on a committee role it's important to ensure that they feel welcomed and confident to do their role.

A well-planned welcome process, or induction, can help a new volunteer feel supported and can enable them to contribute straight away, and will hopefully provide a positive experience from the off.

Induction can sound quite formal, but it doesn't have to be – it's just a way of welcoming a volunteer and ensuring they understand the way in which the club works, their role, the impact they can have and the support that's available.

You should think about:

## ■ Who will induct them?

If you have a Volunteer Co-Ordinator, as part of their role they may take responsibility for the recruitment and retention of volunteers. Alternatively, a committee member, lead volunteer for that area or some-one already doing the role may be best placed to do the induction.

## ■ How will you induct them?

Providing information ahead of time about what they'll be doing, how, where and with who, can really help. Building a personal connection with new volunteers is so important, so try and do at least part of the induction in person, even if this is an informal welcome or chat. It doesn't always have to be one to one, if you have several new volunteers then you could arrange time around a training session to get them together and introduce them to key people.

## ■ What should this cover?

Below are several areas that your induction could cover. As with any aspect of volunteer management the induction should be proportionate to the role or task the person will be doing, and take into consideration [Safer Recruitment](#).

## OVERVIEW

- Welcome to the club & why volunteers are a vital part of the club
- Volunteer Support available
- What benefits they will gain from volunteering at the club
- Policies the club have in place (including the [safer recruitment policy](#))
- Expected conduct of volunteers at the club

## THE CLUB

- About the club - vision, values and objectives
- Club size & playing programme (number of teams, training, competitions etc.)
- Club background
- Who's who and what they do (with the opportunity to meet other volunteers – this could be a training session, meeting or virtual coffee)
- Any key dates (meetings, season deadlines)
- Practical things they need to know – where are toilets, where can they access things they might need to help with their role

## THEIR ROLE

- Outline of what their role is (a copy of a role description is really important to support this)
- Understand a bit more about them – what motivated them to volunteer & what they are looking to get from their volunteering experience
- Time commitments and expectations (for example meetings you would like them to join or any deadlines during the season)
- What skills, experiences or qualifications do they have
- What additional support, training, development opportunities they may be interested in
- Who they should contact if they have any questions

## CLUB POLICIES AND PROCEDURES:

It's a good idea to create a simple handbook to help with this, to avoid information overload and have something they can refer to. You may already have this but some of the things you could include are below:

- Governing documents and club rules
- Code of Conduct
- Health and Safety (including fire evacuation and emergency procedures)
- Insurance
- Data Protection/GDPR
- Safeguarding and Welfare (including DBS check if applicable – more information on safer recruitment can be found [here](#))
- Diversity and Inclusion
- Expenses
- Grievance Procedures/Speak Up Policy
- Log-in details for any key systems their role will use (e.g. RFU's Game Management System)

**Please remember this is an example checklist –and you will need to review and adapt this template to suit your club's needs.**

## ONGOING SUPPORT

Following the initial induction it's important to provide on-going support this could be in the form of:

- **Keep communicating** – check in to see how their first few sessions went and let them know about WhatsApp groups, newsletter or social groups to help stay connected
- **A buddy** or somebody they can ask if they are in doubt about anything to do with their new role
- **Shadowing** to understand more about the role
- **Training** – This could be formal or informal and include information on any upcoming courses or signposting to relevant training.
- **Provide Feedback** – People like to know how they are getting on and to learn positively from any mistakes they have been making
- Don't forget to let them know about the **social activities** that take place

“Volunteers happily support their clubs, so their clubs should happily support them”



## CLUBS IN ACTION

Harlow RUFC have developed a volunteer information pack which includes an overview of the clubs structure, management, roles & policies:

- Welcome
- Roles & Structures (Forwards, Backs & Support)
- Contacts
- Role Descriptions
- How to Volunteer (including club policies, code of conduct, DBS, GDPR etc)
- Support & Training
- Appendix (including the documents referenced above)

