

WELCOMING A NEW VOLUNTEER



Congratulations!

You've recruited a new volunteer, so what's next? A lot of this will sound like common sense, but it's worth having a check list to work through to make sure you're not missing an obvious step to help welcome, and ultimately keep, your new volunteer(s).

Written Welcome – text/whatsapp/facebook message/email:

Whichever contact details you have for them, it's always worth following up your successful recruiting with an informal message to:

- Say thanks again for offering/agreeing to help out
- Remind them of the date/time/place that they're needed
- Give a brief overview of what they'll be expected to do (if relevant)

Informal Induction:

On arriving at the club or venue, make sure the new volunteer has been given the name of the person who will welcome them to the club, and that person is there before the new volunteer. This doesn't need to be a formal induction, but a friendly face and a quick chat can go a long way to helping people feel at ease!

You might want to cover the following brief points:

- Who's who?
- Key people with key knowledge
- Who are the committee, and who might they need to know?
- What happens where, and when?
- On the days/evenings they will be at the club, what can they expect to be happening?
- Are there non-rugby activities at your club they should be aware of?
- When do the socials happen? When's a good time to pop down to get to know people?
- What can they get involved in?
- Non-rugby playing parent? Do you run social touch rugby?
- Young player starting out on volunteering? Have they signed up to the Young Rugby Ambassador or Young Match Official programmes?
- What events are coming up?
- If your new volunteer is also new to the club, or perhaps hasn't previously got involved in the social scene, are there events coming up in the short term you can invite them to so they can meet others at the club?

The important stuff:

- If they're going to be working with children, check if they need a DBS check and let them know who the club Safeguarding Officer is
- What happens in the event of a fire? Give them an overview of the procedures
- Where can they find the Health & Safety policy for the club?
- Let them know the club's insurance will cover them
- Depending on the role they're going to be doing, are there any out of pocket expenses on offer?

After they've volunteered:

A short, but genuine thank you can go a long way to helping a new volunteer to feel valued and happy to come back and help again. Don't forget to follow up with a text/phone call/facebook!

Spend some time getting to know your new members and volunteers. What's their day job? What skills or expertise could they bring to the club? Keeping track of your members' expertise (perhaps through a club skills audit) could help with succession planning in the longer term.