



BC Coast Region Know Your Sport Workshop (Sept 30, 2017)

Club Volunteer Program

Overview

- Why do we need Volunteers at our Club?
- Volunteer Tasks
- A Volunteer Program Structure
- Details
- FAQ – Frequently Asked Questions

Volunteer Program (cont...)

- Why do we need Volunteers at our Club?
 - There is **lots** to do to keep a club running well
 - Keep the workload from falling (completely) on the shoulders of the Board (or Coaches)
 - Hiring an Administrator is expensive
 - and sometimes doesn't always work well
 - Even with an Administrator there is still (too much) stuff to do

Volunteer Program (cont...)

Volunteer Tasks

- Board Participation
- Music Playing
- Carnival / Ice show
- Grant Writing
- Society Filing
- Skate Canada Filing
- Skate Canada Database
- Registration
- Answering Emails
- Advertising/Posters
- Fundraising Efforts
- Website Manager
- Social Media Person
- Party Day Helpers
- Banquet/Awards Night
- Test Day Help

Can you think of others?

Volunteer Program (cont...)

Board Tasks (details)

- Meetings, Committee Work
- Scheduling/Registration
- Financial Reporting
- Banking
- Payroll/Accounts
- Coach Liaison/Contracts
- Correspondence & Mail Retriever
- Social Coordinator
- Test Chair
- Policies and Procedures
- Parent Communications
- Executive Committee
 - Pres, VP, Treasurer

Can you think of others?

Volunteer Program (cont...)

– A “Proposed” Volunteer Program Structure

- Volunteering is Mandatory
 - There is a set number of hours per year
- There is a Volunteer “Bond” required to guarantee the volunteering commitment of each participant
 - Usually a post-dated cheque
 - There is a buy-out option
- There is a Volunteer Coordinator Role in the Club
- Volunteer Task opportunities are posted/taken/assigned
- Volunteer Tasks, when completed are logged into a volunteer book
- At the year-end there is an accounting done and those who achieved the task-threshold get their bond back, and those who don't... don't

Volunteer Program (cont...)

“Proposed” Volunteer Program Structure Details

Volunteering is mandatory for all members, but some programs might be exempt

PROGRAM	Required	Minimum Hours	Bond Amount
Canskate	Exempt	N/A	N/A
Junior Academy	Yes	3 hr per session	N/A
Junior	Yes	10	\$100
Intermediate	Yes	20	\$200
Senior	Yes	40	\$400

Members can buy out their volunteer commitment by paying the bond amount

Volunteer Program (cont...)

“Proposed” Volunteer Program Structure Details

Volunteering is on a family basis not per skater registered

Volunteering is done by the parents, not the skaters

Members registered for less than a certain # of hours per week could be exempt

Non-Members skating at your club should be eligible as well

NO EXCEPTIONS – *sob stories will come, do not allow them*

Volunteer Program (cont...)

“Proposed” Volunteer Program Structure Details

Volunteering level is based on the highest level skater in the family

Volunteer tasks are communicated to all members using email, or some software tools and members can take the tasks on a first come first serve basis.

Tasks are assigned and managed by the Volunteer Coordinator, not by board members or coaches. Task ideas that the board and/or coaches might have can and should be communicated to the Volunteer Coordinator

Completed Volunteer Tasks must be recorded in the volunteer log-book to be counted towards your volunteer balance. Log book might be a physical book/binder with pages or some online entry form

Volunteer Program (cont...)

“Proposed” Volunteer Program Structure Details

Board Participation: Board Members get an automatic full credit for joining the board, provided they're active and join at least one committee – great way to entice Board participation.

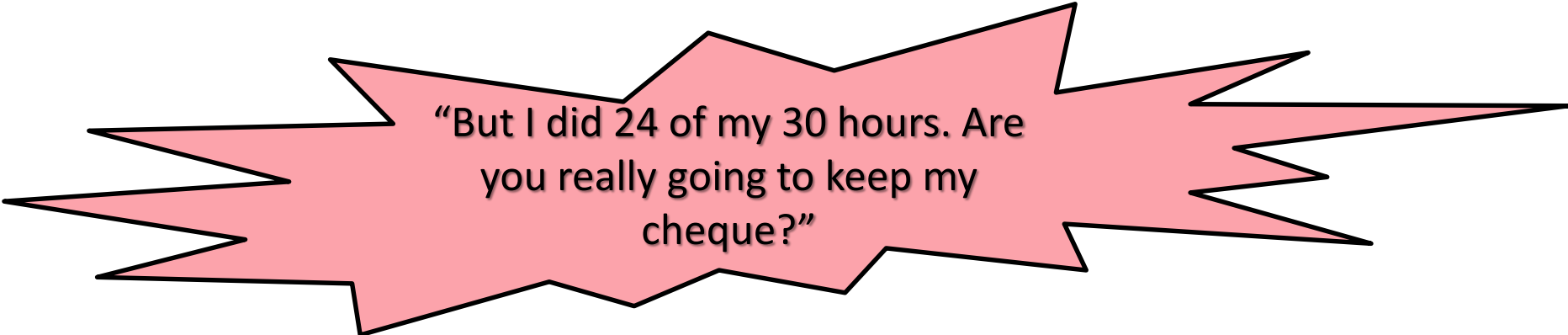
Mid-Year Promotions – if a skater moves up a level where the volunteer commitment is greater, volunteer requirement can be prorated up.

Consider allowing participation in BC Coast Region High Test Days, or BC Coast Region Competition Volunteering to be allowed as part of a member's volunteer tasks (say to a maximum of 6-8 hours per year)

Volunteer Program (cont...)

Volunteer Year End Accounting

Year End – Those who did their volunteer commitment get their bond cheque returned - those who didn't – don't



“But I did 24 of my 30 hours. Are you really going to keep my cheque?”

!!Avoid Partial Year End Credit: *This is a slippery slope to a proportional volunteer system (e.g. 30 hours for \$300, 20 for \$200, 10 for \$100, etc. within a category) and your volunteering program is about the work not the money.*

Volunteer Program FAQ Frequently Asked Questions

Question	Discussion
Why do I have to volunteer?	We would rather keep our prices affordable than hire staff to do things. Even then, hired staff would be incapable of doing all the things that need to be done.
Why set minimum hours	The minimum has been arrived at based on an analysis of the things that need to be done at the club and a goal of running the club at a certain level of quality and performance.
Why all or nothing?	If we allowed partial completion of hours, then people would only partially complete their hours, and then work would not get done, or it would fall on the shoulders of others, and this is not fair
Does a volunteer hour have a specific \$ work-rate?	No. All jobs are valued in the time required only, not the \$\$ value of the job. You don't want highly paid people telling you their time is too valuable to play music
Why these Bond/Buy-out amounts?	The amounts are formulated as a strong enough incentive to get the required minimum hours commitment from the members.

Volunteer Program (cont...)

- Tools
 - Signup Genius
 - Excel & Google Docs
- For more information (or copy of this presentation)

Kevin Gordon – kevgor@shaw.ca