**Volunteer Policy**



***Reviewed and approved by SNSW Board***

***3rd April 2016***

**SOFTBALL NSW VOLUNTEER POLICY**

**The formal relationship/code of practice.**

As a volunteer you remain in full control of your ability and involvement, and you are free, of course, to vary those things, or withdraw altogether:

While you choose to be involved there are a few basics points to be kept in mind.

**WHAT WE EXPECT FROM YOU:**

* **Your commitment**

The extent of your commitment is individually agreed between you and Softball NSW, and may be varied from time to time. You are with us because you want to be. If circumstances change, and you feel you should vary your commitment, or even withdraw as a volunteer, we only ask that you tell us. We advise that you seriously consider your level of commitment to avoid ‘burn- out’ and the possibility of over commitment.

* **Your time**

As with your commitment, you are always in control of your availability. As with your commitment, we ask only that you tell us you no longer have time to spare, or if you must reduce the time you give us. It is very difficult for us to plan to perform tasks if those who have offered to help prove unreliable.

* **Your enthusiasm**

We would like to feel that you have offered to join Softball NSW because of your belief that this organisation will provide you with opportunities for self development, meeting new people, or being part of a successful Softball organisation. We hope that you will share this enthusiasm with other members of the organisation.

* **Your discretion**

Organisations such as Softball NSW receive and hold much personal information which must, always, remain totally private. You are asked to respect confidentiality and not to discuss sensitive information outside this organisation.

* **Your honesty**

While we deeply appreciate your involvement we need to be confident about, and comfortable with, your relations with Softball NSW staff, players and other volunteers. We hope you will understand that the intention here is to protect both yourself and Softball NSW.

**WHAT CAN YOU EXPECT FROM US:**

* **Appreciation and respect**

We recognise that, as a lean organisation, we will not be able to prepare for training, competitions, events and promotional activities without your help, freely given. We will view very seriously any disregard by paid staff or others of this basic principle and hope that you will draw our attention to any such disregard.

* **Information**

While there will be a few things you will not have a requirement to be advised about, we will keep you informed about planning for our activities, and what is coming up, so that you will always feel comfortable with your role. We will endeavour to answer any questions you may have as frankly and completely as possible.

* **Consultation and supervision**

We will seek your agreement before assigning you to a task, and will do our best to ensure you are never placed in a position in which you do not feel comfortable. Different people enjoy different tasks. Different tasks require different briefings, different training and even different supervision. You will be adequately briefed in any task you are asked to undertake and you are encouraged to advise us if you do not feel comfortable with the task.

* **Reimbursement of expenses**

We will reimburse your out of pocket expenses when you do agreed tasks for us.

* **Recognition, reward and references**

We will recognise your commitment to us in ways that we hope you appreciate. A range of recognition activities and rewards will be applied, depending on the circumstances. Some volunteers will use the experience they build up with us to add to the depth of their curriculum vitae. We will be happy to write in support of what you have achieved at the end of your duties but will leave it up to you to ask us for references.

* **Openness and honesty**

There will be some occasions where the relationship between individual volunteers and Softball NSW simply does not work. We will be honest with you, at all times, about any problems and, if we have to part company, we will do so with honour, dignity, and privacy to both parties.

* **If you like it tell your friends**

Word of mouth will be one of the most important ways in which we will recruit volunteers. This form of ‘advertising’ is very useful to Softball NSW, as you are the best person to assess if your friends, neighbours, work mates would like to be involved with Softball NSW. That way we know you will be finding us a motivated and interested volunteer base.

**VOLUNTEER RIGHTS AND RESPONSIBILITIES:**

**Volunteer rights**

* To job satisfaction
* To have support and respect from the Association and co-workers
* To share responsibilities with co-workers
* Not to feel exploited
* To guidance from someone who is experienced and well informed and has the time to invest in giving guidance
* To be involved in decision making
* To receive adequate information and a clear job description
* To training to be able to do the job well
* To protection, insurance and safety
* To suitable work place
* To ask for a new assignment when they are ready to move on
* To know who they are accountable to and have clearly defined channels of communication open to them
* To know what tasks they will be expected to perform and say “no” to tasks they are unable or don’t want to do

**Volunteer Responsibilities**

* Be sure – you have the time and inclination
* Be convinced – don’t offer your services unless you believe in the value of what you are doing
* Accept the rules – don’t criticise what you don’t understand, there may be a good reason
* Be loyal – offer suggestions, but don’t “knock”
* Be willing to learn – training is essential to any job well done
* Keep on learning – know all you can about your organisation and your job
* Welcome supervision – you will do a better job and enjoy it more
* Speak up – ask about things you don’t understand
* Be dependable – do what you agree to do. Don’t make promises you can’t keep. Give notice if, for any reason, you are unable to keep your commitment
* Be a team player – respect the function of the paid staff and treat them fairly
* State your limitations and expectations
* Be considerate - don't pressure others into accepting your views or standard
* Provide feedback on the work being done
* Don't over commit yourself