



CASE STUDY:

INNOVATIVE WAYS OF MANAGING AND
REWARDING VOLUNTEERS, COACHES,
REFEREES AND ADMINISTRATORS

FRANKLIN SQUASH CLUB



SQUASH
NEW ZEALAND

OVERVIEW

Franklin Squash Club, like many others, were faced with the challenge of running a club with a large volunteer network. At the start of 2015 the club decided to take a different approach and employ a part-time administrator (20 hours) to handle operations and coordinate club activities. To maximise the use of human resources, the following was decided:

- Volunteers would still hold important roles and help out at the club through a set list of duties – whether helping with facility maintenance, coaching, managing the bar and so on.
- Each person would take on certain shifts across to enable the workload to be shared.

CHALLENGES

Volunteers

Finding people with the appropriate skills, time and desire to help out at the club in various positions without remuneration.

Skills

Having systems and processes in place which provides volunteers with a list of the duties needed to perform on a daily and weekly basis.

Administration

Having someone available who could handle the daily administrative tasks of organising activities, communicating with members and volunteers, and general duties.

SOLUTIONS

Organisation

Multiple, 'small' job descriptions were created for committee members and all other volunteer roles to outline the tasks and responsibilities required for each.

Communication

Various forms of communication (website, newsletter, posters, and emails) were used to alert members to all possible jobs that needed help with.

Funding

The club applied to the Community Organisation Grants Scheme (that provides grants to non-profit community organisations) for funding towards administrator costs.

RESULTS

50+

New members (various categories) over the past 12 months.

New

Development initiatives started.



Active volunteers helping out in various roles around the club.

CONCLUSION

Involving volunteers has enabled the club administrator and management committee to share many duties, freeing up their time to concentrate more on funding, sponsorship and development projects. The difficulty with finding, training and rostering suitable volunteers for the various roles was tackled by creating manageable job descriptions and matching people to areas in which they enjoy and are skilled. The club's volunteers are now more engaged and there is a greater level of responsibility for each individual. A full complement of volunteers has created a positive culture and has also enabled the club to expand its' services so other coaching and development initiatives could be rolled out.

Club President Trevor Hayde recommends that clubs should "constantly shoulder-tap its' members and get to know them so when someone is unavailable, you know who could fill the role."