



WOODVILLE LACROSSE CLUB Inc

Established 1899

VOLUNTEER INDUCTION HANDBOOK

Effective Date: **24 October 2011**

Review Date: **24 October 2012**

**Together
Everyone
Achieves
More!!**

**That says
it all!**

Welcome, congratulations and thank you for being a Woodville Lacrosse Club Volunteer, without the continued efforts of our volunteers the Woodville Lacrosse Club culture would be very different. Many of our services depend on our volunteers and would not be able to operate without the commitment of these special people dedicating their time, energy and knowledge. Volunteerism can be the heart of a community pumping services, care and resources to those who rely on your support.

The Woodville Lacrosse Club long acknowledges that volunteers play a vital component in our social, environmental and cultural well-being which is an integral role in establishing our vibrant community atmosphere.

CLUB PURPOSE AND KEY AREAS OF FOCUS

Purpose

To provide an opportunity for the community to be involved in a welcoming, enjoyable and successful lacrosse club

Key areas of focus:

Player / Member Development

To provide opportunities for development and success of players, officials and supporters in all aspects of the Lacrosse Club

Social

To provide welcoming, fun, safe and affordable entertainment for members of The Woodville Lacrosse Club and surrounding community

Financial

To be deliberately and sustainably profitable in order to deliver the assets and funds for the ongoing success of our Club

Structure

President	Figurehead, attends major functions on behalf of the Woodville Lacrosse Club.
Chairman	Chairs the meetings and oversees portfolios.
Secretary	??
Treasurer	Collection of monies and provides monthly reports and monitors expenditure.
Junior on field	Ensures we field teams in all grades, provides coaches and managers for each team. Secures umpires/refs for each team. Attends Club Management and Association Junior Competition Committee meetings.
Men's on field	Ensures we field teams in all grades, provides coaches and managers for each team. Secures referees for each team. Attends Club Management and Association Men's Competition Committee meetings.
Women's on field	Ensures we field teams in all grades, provides coaches and managers for each team. Secures umpires/refs for each team. Attends Club Management and Association Women's Competition Committee meetings.
Social Convenor	Plans social functions and organises fund raising.
3 committee positions – normally one position is the Club Manager	Club Manager oversees the Club and ensures the canteen and bar are run smoothly and sufficiently staffed with volunteers.

Contacts

Provide current contacts at the commencement of each season.

Tour Facilities

Provide a tour of the facilities, point out any Occupational Health and Safety requirements.

Reimbursements

Occasionally, volunteers may be required to make a purchase or incur an expense on the Woodville Lacrosse Club's behalf. Such expenditure must be pre-approved by the Club Management Committee or Treasurer. Reimbursement requests should be presented as soon as practical and must be accompanied by a receipt.

Privacy & Confidentiality

The Woodville Lacrosse Club only collects and records personal information which is necessary for the functioning of our volunteer program. We do not collect information about you without your knowledge and consent.

All volunteers' personal information is treated with confidentiality. In the time you are volunteering with Woodville Lacrosse Club you will come across personal information about participants and other volunteers. You are required to keep this information private at all times, and breaches of this can constitute an offence and disciplinary action will be taken. However, where you have a concern about a matter that you feel needs further attention, you need to discuss it with the person with the coordinator of the area or Chairman. This is particularly important where you believe the health or safety of a participant is at risk.

Mentoring and support

All volunteers have access to a coordinator of the area they are volunteering for to provide feedback and express their ideas and concerns. This can be a formal process, or informally over a cuppa!!

Every Volunteer has the responsibility to...

Be dependable. It is very frustrating when people make promises they can't keep. Make sure that you are doing what you really want to do, and that you are reliable.

Be willing to learn. Find out all that you can about your job and attend training when offered.

Be patient. If you are working with people with special needs, allow them as much independence as possible. Don't do things for them just because it's quicker.

Keep information confidential. The things that you learn about people on or off the job should be kept to yourself. Any concerns should be discussed with the Coordinator.

Be aware of the policies and procedures that concern your work. A general rule of thumb is If you don't know...then please ASK.

Not to judge people's capabilities by their age or disabilities, or to try and influence others with your own beliefs.

Work as part of a team. When you are working with other people you are not the "star performer" — everyone is equal. Keep a good working relationship with your workmates.

Be open-minded. Accept other people's opinions even if you don't agree with them. Don't try and make people accept your views and standards.

Tell the Coordinator if you are happy or unhappy with your work. Don't take on too much, it's better to start gradually and as you gain confidence you can then take on more if you wish.

Be aware of your own limitations if you are assisting vulnerable members of our society. As much as this is commendable, it's also important that you look after yourself. Have your own interests, friends and activities and don't take on more responsibility that you can handle.

You, as a volunteer have the right to:	The Woodville Lacrosse Club has the right to:
Choose suitable assignments, tasks or jobs that are worthwhile to you.	Expect conscientious work performance, punctuality and reliability from a volunteer
Job descriptions or clear outlines of your responsibilities.	Job descriptions or clear outlines of your responsibilities.
Appropriate orientation and training for your work.	Express opinions about poor volunteer effort in a diplomatic way.
Be treated as a co-worker in relation to antidiscrimination, EEO, OH&S, legislation and organisational grievance processes.	Expect loyalty to the organisation and only constructive criticism.
Expect loyalty to the organisation and only constructive criticism.	Expect clear and open communication from a volunteer.
A place to work and suitable tools and materials.	Expect the volunteer to undertake training provided.
Be heard and make suggestions.	Listen at all times
Reimbursement of agreed expenses	Release volunteers under certain circumstances.

Hints for Good Communication

- Be patient
- Be aware of external stimuli (TV, Radio, etc)
- Ask one question at a time – make it simple (not condescending)
- Be precise to avoid confusion
- Allow time for the participant to comprehend what you have said
- Allow time for the participant to respond
- You may need to repeat yourself a few times
- Find out about the participant's favourite things and talk about that

If you do not do this it can result in:

- Agitation or anger
- A blank stare
- The wrong answer and much more

Everyone is different, so every individual is going to be different to communicate with. Sometimes just your presence can make a big difference to support our members, even if there can't be much conversation. In other situations simply listening to what the person has to say can provide support. At such times you are not necessarily expected to respond, it may be enough to show you are listening.

Always consider the following points:

1. RESPECT

The expression of respect and genuineness in the helping relationship are important. Unless the member feels respected no true communication can take place.

2. EMPOWERING

We are there to help and promote the members independence – not create dependence on us. Empowering means giving back the power to our members. The service is for the members to maintain independence and recreational inclusion. Encourage them to make their own decisions.

3. DON'T RUSH IN WITH ADVICE

Or feel you need to offer a solution. Be aware of your own values and the importance of not imposing these on other people. Try to get the person to look at what options they may have and then make a choice but don't give advice. Do not give advice to members about topics that do not relate to the Club.

4. ACTIVE LISTENING

Is, checking out what you heard the speaker say. You may be faced with a situation where there is a lot of emotion involved and if you can listen first then feedback what you picked up to the participant it gives them a chance to let you know if you are on the same wave-length (e.g "Joan you were really hurt by that weren't you?" Joan may reply. "Yes I think I was" or she may say "No, I was really angry!")

5. NON VERBAL

Remember so much communication actually takes place without speaking. Body language forms a large part of how we communicate. If you lean slightly forward when facing a speaker, you show interest. Be mindful that some of our members do not like you to be too close and in retrospect some of our members do not observe others' personal space and may need a gentle reminder every now and then to step back from someone including yourself.

6. OVER EAGERNESS

You may be so eager to respond that you listen to only part of what the participant is saying. You become preoccupied with your responses rather than with the participant's conversation.

7. PREJUDICE

You may have some kind of prejudice towards a member because of any number of things; not just the obvious ones such as race, religion, social status. Maybe your participant loves football and you think it is the most barbaric game invented. Be aware of this and let your activity manager know you may not be able to have a full relationship with that member.

8. MOODS

Don't take mood changes personally. The participant may not be feeling well or just had a bad day.

9. PERSONAL PROBLEMS

Do not talk to a member about your own personal problems. Your role is a "supportive" one and is meant to provide social contact and activity assistance. Encourage a positive outlook and be a good listener.

10. TAKING THINGS HOME

Please don't take home the members' problems. This will not be beneficial to you or your member. Talk problems over with your Coordinator or Chairman.

When assisting a member we suggest you:

Should:

- Speak clearly
- Say simply what you are going to do
- Ask questions to check understanding
- Listen
- Be patient

Should Not:

- Shout
- Mumble
- Speak too fast or use too many words
- Use jargon
- Be sarcastic
- Rush