



Service Area Volunteer Coordinator

Welcome Pack

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Welcome

Thank you for agreeing to be the Service Area Volunteer Coordinator for your Service Area. This is a very important role within the structure as you will be helping to develop, support and encourage volunteering and volunteers in your local area through the network of clubs and Club Volunteer Coordinators.

The hours which volunteers contribute on a daily basis to the sport of rugby league are a huge resource without which the game simply would not survive. The people who offer their time come from all sorts of backgrounds and come with a whole range of skills and abilities, all of which helps to create a well-rounded and vibrant community.

As Service Area Volunteer Coordinator you will be assisting clubs in ensuring that new volunteers are encouraged to get involved, are given a warm welcome and stay. You will also be supporting clubs in recognising the value of both existing and new volunteers regardless of their age, gender, background or race. This will be achieved through the use of network meetings (where the Club Volunteer Coordinators in your area can come together), informal training sessions, by providing information and general assistance to the Club Volunteer Coordinators.

Part of your role will also be to ensure that, as a Service Area, you have enough volunteers and help to make the Service Area run effectively. You will also be the link to the clubs providing information to them and passing on their thoughts on volunteering issues to the governing body, through the Regional Development Team.

If all this sounds too daunting, don't be too worried! Help, guidance and support is available from lots of different places and remember - you are not alone. Within this pack is a section on where to go for help and support (see page 14) from both within Rugby League and also from outside agencies.

This booklet is designed to help you to understand your role as the Service Area Volunteer Coordinator and to be an easy-to-use reference guide. It is not meant to be the sole source of information for your role, but should be used along side the volunteer section of the RFL website.

Best wishes,



Kelly Barrett
RFL National Volunteer Manager

About the role of Service Area Volunteer Coordinator

Why do Service Areas need volunteer coordinators?

Rugby League wants to encourage more volunteers from all areas of society to become involved in the game. Service Area Volunteer Coordinators and Club Volunteer Coordinators have a key part to play in achieving this as they provide support and guidance both to the individuals as volunteers and to the structures they themselves represent.

The Service Area Volunteer Coordinator acts as the hub of volunteering activity within your area, providing a communication link between the clubs, the Service Area, the Region and ultimately the National Volunteer Manager and governing body.

The Service Area Volunteer Coordinator will also play a coordination role in recruiting and managing volunteers who work on behalf of the Service Area, so there are many similarities between this role and that of the Club Volunteer Coordinator.

What are you being asked to do?

At the rear of this booklet is a role description (see page 23) which gives you an idea of what is being asked of you. Generally speaking, this role may be likened to being the 'human resource' officer for your Service Area and the 'Area Volunteer Officer' for the clubs. The role will differ from area to area as each one has different needs and environments to deal with. However, below is a list of the tasks you will probably get involved in.

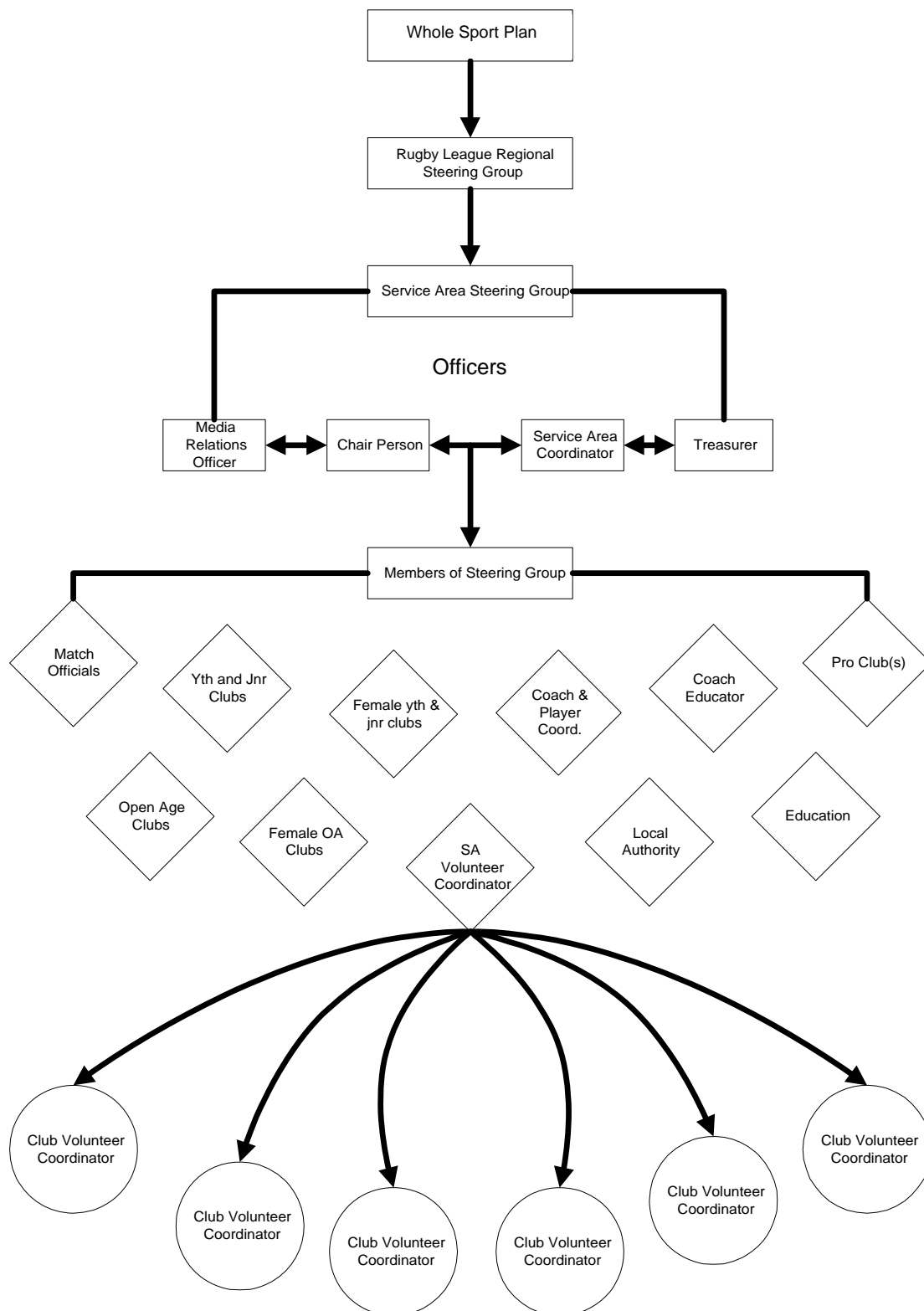
- Supporting clubs in the recruitment of their Club Volunteer Coordinators
- Promoting the policies regarding volunteering amongst your Service Area and the clubs
- Make sure that clubs are aware of recruitment, training and recognition opportunities which are available to them
- Provide training and information sessions to the other members of the Service Area and the clubs
- Liaise with the National Volunteer Manager and the clubs to make sure that information flows between them
- Represent the views of volunteers within the Service Area and the clubs in an unbiased way
- Recruit, induct, coordinate and recognise the value of volunteers for the Service Area
- Build relationships with local volunteer agencies and volunteer development officers within your local authority
- Complete and keep in order all the necessary paperwork, forwarding relevant documents on time to the right person
- Make sure that everyone is aware of and follows the Volunteer Code of Conduct and Volunteer Charter (see the RFL website)
- Be an active member of the Service Area Steering Group

Wow! This may appear to be a massive task, but volunteering should be part of everyone's remit and they should support and help you to achieve the above. Everyone should play a part in making sure that they are kept informed of new information, are helping to recruit and maintain the volunteer force and that they pass on information as soon as possible. The old adage 'many hands make light work' is definitely true!

Where does the Service Area Volunteer Coordinator fit?

As mentioned earlier, the Service Area Volunteer Coordinator is a member of the Service Area Steering Group and will therefore be an integral part of the management structure of the Service Area. You will also act as the information 'hub' to the Club Volunteer Coordinators, making sure that they are fully informed on volunteering matters in the area. On page 5 is an illustration to show how the structure fits together.

How the Service Area fits together



As Service Area Volunteer Coordinator, you will be the link between the Service Area Steering Group and the Club Volunteer Coordinators and their volunteers.

You will be communicating with volunteers within the Service Area itself and with other members of the Steering Group. All these groups will have a wide-range of people involved with all sorts of skills, abilities and characters amongst them.

What skills and abilities will I need?

The skills and abilities you will need to be a Service Area Volunteer Coordinator are very similar to those of a Club Volunteer Coordinator. You need to enjoy working with people and have good communication skills, diplomacy and sometimes assertiveness! Good organisation skills are also key to this role.

Essential	Desirable
Skills	
Good communication skills - both verbal and written Diplomacy Assertiveness	'Mentoring' skills – helping people to get to know their role, review their work, make decisions
Good organisational skills – planning and basic record keeping	A knowledge of computer-based record keeping options
Knowledge	
A willingness to learn new skills	A knowledge of the game, how the clubs run, who's who and what they do
Qualities	
Enthusiasm Patience Sense of humour Empathy Trustworthy Reliable	

If you're thinking 'I have no experience in coordinating volunteers' – don't worry. There is plenty of help and support on offer, along with loads of information which can help you. Training courses are available from your local volunteer development agency (formerly volunteer bureau) – visit <http://www.volunteering.org.uk/Local+and+Regional/findoutaboutvolunteeringinyourarea.htm> and through Running Sport <http://www.runningandsports.org/AlreadyASportsVolunteer/workshops/> The volunteer handbook is also an excellent source for good practice in working with and coordinating volunteers. If your Service Area has not got a copy, please contact the National Volunteer Manager for one (see page 24 for contact details).

Who Will I Be Working With?

As mentioned earlier, you will be working with all different people from all different backgrounds, with all different skills and abilities. The following aims to give you some idea of why and when you may work with them.

Service Area Volunteers

These are people who help out with the Service Area at Service Area events such as festivals, matches etc. They are often involved in clubs and may not necessarily volunteer on a regular basis for the Service Area. They will need recruiting, coordinating and motivating for events, not forgetting thanking them for their work. After all, without them, Service Area events would not happen. However, the responsibility for recruiting volunteers to help with Service Area events is not solely yours, and everyone within the Service Area should assist with this task.

Club Volunteer Coordinators

You may have been, and may still be, a Club Volunteer Coordinator yourself! As mentioned above, these people will be your link with the clubs. It is your role to help clubs to recruit these coordinators, and you will also help to train them, offering continued support for them in their work. As Service Area Volunteer Coordinator you will also be their representative on the Service Area Steering Group so you should keep in regular contact with them.

The Service Area Steering Group

These people are your colleagues and many will be volunteers just like yourself. Your role is to make a positive contribution to the Service Area, ensuring that relevant and applicable information is passed both from the Service Area to clubs and vice versa. Some of the people on the Service Area Steering Group will also be within clubs, though some will be purely volunteering and working for the Service Area. A key person within the Service Area is the Service Area Coordinator who acts as the link between all the sections within the Service Area.

Regional Development Team

There are four regions across England working to develop and support rugby league. These break into the North East, North West, Yorkshire and London and the South. Where possible, regions are covered not only by a Regional Development Manager and Regional Development Officers but are broken down into more local areas and are covered by County Sports Partnership Development Officers. These people are here to help you and can offer you support in your role, as well as passing you information you may need.

The National Volunteer Manager

The National Volunteer Manager (NVM) is responsible for developing and implementing tools to achieve the RFL Volunteer Strategy. The NVM will be a key person for support and guidance as well as providing the tools, information and updates to ensure that rugby league is at the forefront of volunteering good practice. Their contact details can be found on page 24. From time to time, meetings will be held between yourself, other Service Area Volunteer Coordinators and the NVM. These will be an excellent forum to meet and work with other people doing the same role as you and to gain more knowledge and experience.

What sort of people become volunteers?

Basically, all sorts! People from all sorts of backgrounds, ages and abilities get involved with volunteering and this needs to be acknowledged and encouraged. As Service Area Volunteer Coordinator, part of your role will be to appreciate this and make sure that all volunteers are made to feel welcome, valued and an integral part of the Service Area and that the clubs are encouraged to do this too.

Obviously, some volunteer schemes which you may get the Service Area involved with will be for a particular age group of people, especially young people. This may be through Millennium Volunteers or the Duke of Edinburgh Award scheme.

For young people to remain within your Service Area as volunteers, it is very important that their skills are recognised and that they feel their views are just as valuable as those of older members. It is vital that the roles they do are worthwhile and valid – not just the ones that no-one else wants to do! This may be their first experience of volunteering so they will need lots

of encouragement, praise and feedback – not just from you but from other members of your Service Area.

You may be working with people who have special and different needs and you should try to accommodate these as much as possible. It may be that they are wishing to volunteer to improve their language skills (as may be the case with asylum seekers), they may have a disability or they may want to overcome a problem such as acute shyness. All these people have a great deal to offer and should be welcomed just like anyone else.

Remember – different people have different skills, all of which can help to create a well-rounded, well-organised and fun environment, in this case, your Service Area!

For more information on different volunteer schemes which may be able to help your Service Area, please refer to the volunteering section on the website.

Meetings – what, who with and when?

Part of the role of Service Area Volunteer Coordinator will be to pass on and receive information regarding volunteers to the clubs, the Service Area as a whole and the Regional Development Teams. One way, and perhaps the most commonly used way, to do this is through holding and attending meetings.

The following aims to provide you with a brief overview of what meetings you may wish to hold, what you may decide to discuss within them, who they should be held with and when they should be held.

What meetings should I hold?

You should consider holding a meeting between yourself and the Club Volunteer Coordinators within your Service Area on a regular basis to update them on what is going on within the Service Area, what has been happening and what is likely to be occurring in the future.

These meetings may also be an opportunity to provide training sessions (see page 10) to the Club Volunteer Coordinators or to invite local representatives from volunteering centres along.

When should I hold meetings?

It may be an idea to hold the meetings just before the Service Area meeting so that updates are relevant, although remember that you will have to forward any outcomes from the Service Area meeting on to the Club Volunteer Coordinators so that they are kept up-to-date with any developments.

Holding meetings once a month, particularly outside the season, is too frequent. It is a good idea though to still keep in regular contact with the Club Volunteer Coordinators, particularly just before the season kicks off again. Two to three meetings per year should be adequate.

One thing to bear in mind when scheduling meetings is that they need to be relevant, interesting, worthwhile and that they have a purpose. There is nothing worse than attending a meeting for meetings sake – especially when you are a volunteer and your time is precious!

What meetings will I need to attend?

There will be meetings and gatherings held by the RFL which would be of benefit for you to attend.

It is hoped that Service Area Conferences will be attended not only by the Service Area Coordinators, but also by the Service Area Volunteer Coordinators, with parts of the meeting being split into the different groups. These will give you a great opportunity to get to know other Service Area Volunteer Coordinators, learn new skills, share good practice and will provide a forum for open communication. These conferences tend to be held twice a year.

There may be regional meetings held which would be of benefit for you to attend also. These tend to be held on an 'as and when' basis and again are a great way to meet other Coordinators, get to know what is going on and to share your views and experiences with others.

You will also need to attend the Service Area meetings which are held on a regular basis, often monthly. As Service Area Volunteer Coordinator you will be expected to update the rest of the steering group on developments, opportunities and general information regarding volunteering within the Service Area.

Training – who, what, when and how?

As mentioned previously, part of your role will be to deliver training to Club Volunteer Coordinators. Before you run, kicking and screaming from this, it's not as scary as it sounds!

The following aims to give you an idea of the sort of training you are likely to deliver, where you can get the materials from and some ideas on how to deliver it.

Who will I be delivering training to?

In the main it will be to newly recruited Club Volunteer Coordinators and existing ones so that they are kept up to date on volunteering good practice, RFL volunteering policies and Coordinator tasks.

What will I be delivering?

Any training that you are asked to deliver will be supported by a training pack with all the necessary displays and information you will need to deliver it. These will be designed by the National Volunteer Manager and will be distributed to you as and when they become available.

You may decide that there is something specific to your Service Area which you would like to deliver as a training session. In this case, you may want to contact the National Volunteer Manager to discuss the content and they will be able to offer you support and guidance on how to go about it.

When is a good time to deliver a training session?

The training you are likely to be asked to deliver will usually be a 'bite-sized' unit which would make it perfect for use within a meeting. This a good time to introduce a training session as people are already there and you are not asking them to give up more time from their busy schedules.

How should the training be delivered?

The majority of the training will be of an informal nature. The training packs provided by the NVM will be a complete unit in themselves. You will have to familiarise yourself with it prior to the session, but other than this it should not require a great deal of preparation.

Will I be the sole source of training?

As with recruiting volunteers, everyone has a part to play in ensuring that they have the right skills for their role and that, if necessary, they seek out training to gain these skills. Training is also often provided by your local volunteer development agency (formerly volunteer bureau) and these courses are usually free or cost very little to attend – especially if your Service Area is registered with them. To locate your nearest branch either visit <http://www.volunteering.org.uk/Local+and+Regional/findoutaboutvolunteeringinyourarea.htm>

For more information on training volunteers, please see the website.

Volunteering schemes – what are they and can I use them?

There are many different volunteering schemes which may be able to help you recruit and retain volunteers for the Service Area and which you should be encouraging clubs to become involved with. This next section gives a brief outline of what the schemes are, where you can find out more and how they work. It is by no means an exhaustive list – more details and contacts can be found on the website.

Step into Sport

You may well have heard about Step into Sport (SiS) and be wondering what it is all about. SiS is perhaps the only scheme which is directly linked to sport and it encourages young people (between 14 and 19 years of age) to become involved with sport in their local community. It is linked to the School Sports Partnership programme and School to Club Links project.

Many of the young people will have taken part in and achieved sports leadership awards such as the Junior Sports Leaders Awards (JSLA) and the Community Sports Leaders Awards (CSLA) prior to joining the community volunteering section of the programme within their school or college.

The SiS programme then encourages community volunteering (when the young person commits themselves to taking a voluntary placement at a local sports club or association) for a specific number of hours – 50, 100 or 200. They will be placed in a club that has been identified by the County Sports Partnership and which has all the necessary structures in place to receive and support young volunteers.

If your clubs would like to offer an opportunity to Step into Sport volunteers and can meet the criteria shown below, they will need to complete the **Step into Sport registration form** which can be found on page 18. This needs to be sent to the National Volunteer Manager (see page 24). Their details will then be forwarded to the County Sports Partnership for your area. If a club is approached by a young person who wants to do their Step into Sport placement with them and they are not registered, they will need to complete the registration form and send it to the NVM.

The criteria are:

- The club must have and adhere to the Child Protection Policy (copies of the RFL Child Protection Policy can be obtained from the website)
- Coaches must have suitable qualifications
- The club must have a volunteer coordinator who will be responsible for supporting the volunteers
- The club must have clear ideas of the roles the Step into Sport volunteers would undertake
- The club must have achieved, or be actively working towards, ClubMark.
- One High Quality placement for young Volunteers.

REACH

REACH matches the skills of experienced people to the needs of voluntary organisations.

They recruit and support people with managerial, technical and professional expertise and place them in part-time, unpaid roles in voluntary organisations that need their help. They place people in organisations near where they live, anywhere in the UK. There are no age limits and there is no charge for the service.

For more information, or to find your local REACH Area Manager visit www.volwork.org.uk

Millennium Volunteers

Millennium Volunteers (MV) is a Government-funded initiative for young people. Anyone between 16 and 24 can be a Millennium Volunteer (MV). The scheme encourages young people to get involved in local issues.

Young people taking part in the programme have to complete either 100 or 200 hours of voluntary service. Those completing 200 hours voluntary activity in a year receive an Award

of Excellence, signed by the Secretary of State for Education and Skills. The 100 hours service is marked by an Award signed by the Minister for Young People.

There are MV projects across all regions of England. Some projects are run via schools and colleges. As with Step into Sport, it is very important that those wishing to offer placements have a clear idea of the roles they would like a young person to undertake and that these roles will provide a rewarding experience.

For more information, visit www.mvonline.gov.uk, or www.csv.org.uk, or contact your local County Sport Partnership who should have more details on MV in your area.

Business in the Community (BitC)

This is an organisation which works with companies across the country of varying sizes which offers help and support to local voluntary groups in several different ways. Firstly, through its 'Cares' scheme, one off volunteering projects such as painting a club house, preparing the ground for the new season etc are undertaken by a company's employees. These tend to be one day events.

They also offer support through the 'ProHelp' programme. This is a national network of professional firms, each of which have offered to provide strategic and professional support, free of charge, to local voluntary and community groups. Members of the scheme include surveyors, architects, accountants, solicitors, public relations and marketing specialists, property consultants, engineers, IT consultants and many more. They can provide help and support on one-off projects such as feasibility studies, business plans, structural surveys, legal and accountancy advice.

Thirdly, they may offer support in kind through offering the use of venues, materials etc.

For more information visit www.bitc.org.uk for more details and your local office.

Volunteer Development Agencies

Volunteer Development Agencies (VDA) may sometimes be referred to as Volunteer Centre. They provide support at a local level for individual volunteers and volunteer involving organisations. They have six different core functions: brokerage, marketing volunteering, good practise development, developing volunteering opportunities, policy response and campaigning and the strategic development of volunteering. The first function is likely to be of use to you and your clubs, with training and development also being available.

For information on where your local VDA is visit <http://www.volunteering.org.uk/Local+and+Regional/findoutaboutvolunteeringinyourarea.htm> or have a look in your Yellow Pages under 'Voluntary Organisations'.

Council for Voluntary Service

These offer very similar services to voluntary groups as the VDA's. They may be listed as CVS, Voluntary Action or Voluntary Sector Council. To find your local CVS look under 'Voluntary Organisations' in your local Yellow Pages.

Administration – what, when and to whom?

What do I need to complete and keep?

As with most jobs and roles there is some paperwork which needs to be completed and records kept (see website for details). Don't worry too much as it is all simple and straight forward!

The records you will need to keep:

- Completed application forms for new volunteers
- References for new volunteers
- Induction forms
- Volunteer Agreements for new volunteers
- Volunteer Progress sheets
- Exit sheets when someone leaves
- Any meeting minutes

The records you will need to complete are:

- A Volunteer Information form (see page 17). These need to be completed for ALL volunteers, not just new starters
- A Service Area Volunteer Return (see page 20). This should be returned promptly when requested by the NVM.

What information needs to be passed on and to whom?

Some of the information you gather and keep will need to be forwarded to other people. This includes:

- Copies of Exit sheets need to be forwarded to the National Volunteer Manager (see page 24 for contact details) so that volunteering within the sport can be assessed and developed for the benefit of volunteers both now and in the future.
- The Club Volunteer Returns need to be collated onto your Service Area Volunteer Return which then needs to be forwarded to the National Volunteer Manager.

Individual Volunteer Records

For each volunteer, new and existing, within your Service Area you must complete and keep a Volunteer Information form for each volunteer. This will provide you with essential information such as contact details and emergency contacts. They will also help you to complete your annual Service Area Volunteer Return.

For new volunteers you will need to ask them to complete an application form (see the website) and take up references see the sections on Accepting New Volunteer and Starting a New Volunteer.

Service Area Volunteer Return

This needs to be completed on an annual basis when asked for by the National Volunteer Manager. In order to do this, you will need to ask the clubs to complete their Club Volunteer Return (see page 19).

The number of volunteers at Service Area refers to those people who are involved only with the Service Area as they will already have been counted in clubs. At the bottom of the return you need to fill in the total number of volunteers actively involved with the Service Area. For example, if your Service Area has a total of 15 people involved, but 6 are also involved at club level, you need to put 9 in the Service Area box for registered volunteers. The bottom box should read 15.

The club boxes need to be completed from the returns the clubs send in, so it is very important that these are returned to you on time. You will need to attain the figures for volunteers who work within the Leagues in your Service Area from the League representative.

The return you send in is necessary for the RFL to keep Sport England informed on the number of volunteers within the game and to provide information for future funding to be accessed.

Please see page 21 for an example of how to complete the Service Area Volunteer Return.

Where can I get help and support?

As a Service Area Volunteer Coordinator there may be times when you want to shout 'help!' Don't panic as there are plenty of places you can turn to for support.

The Volunteer Handbook / RFL Website

The Volunteer Handbook is a great source of information and guidance. It contains all sorts of good practice regarding the coordination of volunteers. Your Service Area should have a copy – if it doesn't please contact the National Volunteer Manager who will be able to provide you with one. All of the information contained in the Handbook is available to download online – this ensures that information is kept up to date as possible.

The Service Area Coordinator

The Service Area Coordinator is a key link within the Service Area. They are responsible for pulling together the different sectors together; making sure that information is cascaded throughout the group and to the regional team. Service Area Coordinators also have an opportunity to network with other coordinators at the Service Area Conference (normally held twice a year) which gives them a chance to discuss best practice.

The Service Area Coordinator can help you to get the information you need from and out to the clubs. They can also offer you practical help and often have a great deal of knowledge which may be of use to you.

Other Service Area Volunteer Coordinators

Often the best support comes from your peer group. Other Service Area Volunteer Coordinators are in the same boat as you and will more than likely have experienced the same issues, situations and problems. Having a chat with them can be very beneficial to both parties as alternative views can offer new ideas and solutions.

The Regional Development Team

The Regional Development Team refers to your Regional Manager who may be supported by more local Regional Development Officers. They can offer you help and guidance on all sorts of issues, from youth development to funding advice. The Regional Development Team also works with the National Volunteer Manager to roll out new programmes and to support existing ones.

They can also help you to link in with your local authority partnership and county sports partnership, both of which may have volunteer support officers within them.

The National Volunteer Manager

The National Volunteer Manager is available to offer assistance, support and guidance when dealing with volunteers. She can also help to give you some direction when planning for the future, dealing with problems, recruiting new volunteers etc.

The National Volunteer Manager will also be providing you with the information you need to coordinate the volunteers and Club Volunteer Coordinators within your Service Area effectively.

Opportunities to network and meet other Service Area Volunteer Coordinators will be provided by the National Volunteer Manager, often tying in with the Service Area Coordinator conference.

Your local Volunteer Development Agency

Until recently these were known as volunteer centre, and they offer a wide range of services which can support you in your role and which may be of benefit to the Club Volunteer Coordinators, as well as other members of the club, such as training in all sorts of things from volunteer recruitment to being a treasurer. For more information see page 12.

Where can I find out more about?

<p>What's going on in local secondary schools?</p>	<p>Many schools now have people called School Sports Coordinators (SSCo's). Part of their role is to organise out of school sport and to build links with local sports agencies such as yours. Alternatively, if this role is not within your local school, ask to speak to the Head of PE at the school or the teacher in charge of sports leadership. The school is likely to want to encourage their pupils to become involved in volunteering, and by approaching them, you are demonstrating that your club is proactive and keen to forge links with them.</p>
<p>Community Sport Leader Award courses</p>	<p>These are often taught within secondary schools so see above. However, they are designed for all ages over 16yrs so there may be adults within your Service Area who would like do the award. You can also contact your local authority sport development unit who may run the scheme. Sports Leaders UK organises the course and they can be accessed through their website – http://www.sportsleaders.org</p>
<p>Rugby League coaching courses</p>	<p>Details of these can be obtained through the Coach Education Department on 01484 424335 or email coaching@rfl.uk.com</p>
<p>Rugby League Match Official courses</p>	<p>Details of these can be obtained through contacting the Match Officials department on 0113 2329111 or by emailing matchofficials@rfl.uk.com</p>
<p>Volunteer management programmes</p>	<p>Running Sports have course many courses such as 'Valuing your Sports Volunteers' which you may find useful. Call 020 7404 2224 for more details on these and other courses http://www.runningssports.org/. Your local volunteer bureau may also run useful workshops. To find your local bureau visit www.volunteering.org.uk</p>
<p>Local volunteer networks</p>	<p>Your Local Authority Sports Development Officer will be able to provide details of any sports based volunteer networks or volunteer management programmes. Alternatively, contact your local volunteer bureau for more information on local and national award programmes and networks.</p>
<p>Keeping volunteers motivated</p>	<p>Think about why they got involved in the first place – was it for socialising, fun, learning new skills or simply being involved? If you keep 'feeding' their motivation they're more likely to stay enthusiastic and with you. Ask for their input and ideas, make sure they get to meet each other and make sure you keep them informed of new ideas, events, happenings etc. For more information see 'Keeping and coordinating volunteers' on the website.</p>
<p>What's going on in other rugby league Service Areas?</p>	<p>Get to know who the volunteer coordinators are at other Service Areas as they may have ideas and information which could be useful to you. Ask your Regional Development Team and your Local Authority Development Officer. The RFL website can also offer some useful contacts and news and can be reached at www.rfl.uk.com</p>

Other useful contacts, information and guidance can be found in the Volunteer Handbook.

Appendix

Volunteer Information Form

Club/Service Area:

Name of Volunteer:

Date of Birth*:

Address:

Started volunteering:

Postcode:

Reasons for volunteering*:

Telephone number:

Email address:

Young Volunteers from Schemes Only

Emergency telephone number:

Scheme:

Role:

References received:

School or college details:

CRB Check?:

YES

NO

Activities Undertaken:

CRB Check Completed:

Comments:

No. Hours Volunteered:

After the scheme:

Step Into Sport Club Registration

Club Details

Name of Club:

Address of Club:

Postcode:

Telephone:

Email:

Contact name:

Number of teams at club:

Age groups of teams:

Club Volunteer Coordinator Details

Name of Coordinator:

Contact telephone no:

Email:

Step into Sport

Does your club have and adhere to the Child Protection Policy?

YES

NO

Has your club achieved or is it working towards ClubMark?

YES

NO

Are your coaches suitably qualified?

YES

NO

What roles would Step into Sport Volunteers undertake at your club?

Club Volunteer Return

Name of Club:

Service Area:

Return Completed by:

On:

Position in Club:

Number of volunteers registered:

No. of volunteers who started in last 12 months:

No. of volunteers who left in last 12 months:

No. of Step Into Sport (SiS) volunteers:

No. of SiS volunteers who started in last 12 months:

No. of SiS volunteers who left in last 12 months:

Diversity

Please indicate the number of volunteers within your club who:

Have a disability:

Are of ethnic origin:

- White
- Mixed
- Asian
- Asian British
- Black
- Black British
- Chinese
- Other

Gender:

- Male
- Female

Service Area Volunteer Return

Name of Service Area:

Return Completed by:

On:

Position in Service Area:

Number of Clubs within the Service Area:

Number of volunteers registered:

No. of volunteers who started in last 12 months:

No. of volunteers who left in last 12 months:

No. of Step Into Sport (SiS) volunteers:

No. of SiS volunteers who started in last 12 months:

No. of SiS volunteers who left in last 12 months:

SA only

Clubs

Leagues

Diversity

Please indicate the number of volunteers within your Service Area and clubs who:

Have a disability:

Are of ethnic origin:

White
Mixed
Asian
Asian British
Black
Black British
Chinese
Other

Gender:

Male
Female

Total number of volunteers at SA

Service Area Volunteer Return ~ SAMPLE

Name of Service Area: This one

Return Completed by: I J Smith **On:** 31/7/04

Position in Service Area: SAVC

Number of Clubs within the Service Area: 14

	SA only	Clubs	Leagues
Number of volunteers registered:	6	114	12
No. of volunteers who started in last 12 months:	2	14	0
No. of volunteers who left in last 12 months:	3	10	1
No. of Step Into Sport (SiS) volunteers:	0	13	0
No. of SiS volunteers who started in last 12 months:	0	14	0
No. of SiS volunteers who left in last 12 months:	0	1	0

Diversity

Please indicate the number of volunteers within your Service Area, clubs and leagues who:

Have a disability: 2 5 1

Are of ethnic origin:			
White	4	96	10
Mixed		2	
Asian	1	5	1
Asian British			
Black	1	4	
Black British			
Chinese		2	
Other		5	1

Gender:			
Male	4	76	8
Female	2	38	4
Total number of volunteers at SA	17*		

* 17 refers to those working at the SA only, plus 11 others who volunteer within the clubs and leagues also.

Club Volunteer Co-ordinator (CVC)	
Location	
Overall Purpose	To recruit, induct, train, co-ordinate, inform, motivate and support new and existing volunteers within the club
Key Responsibilities	<ul style="list-style-type: none"> • To co-ordinate and maintain the recruitment and training of volunteers within the Club, according to the policies of the RFL • To liaise with volunteer organisations to help locate suitable volunteers for vacant positions. • To induct, orientate and mentor new volunteers. • To make sure that the RFL Volunteer Policy is adopted by the club. • To ensure the development and recognition of volunteers within the club, and to feed back to the SA Volunteer Co-ordinator. • To represent the existing volunteers within the club in an unbiased way.
Suggested activities	<ul style="list-style-type: none"> • Assess the volunteering needs of the club • Organise the induction and orientation for new volunteers • Overview and support the training of volunteers • Registration of the club with volunteering bodies. • Use of the media for effective recruitment campaigns. • Ensure that the volunteers feel valued, needed and recognised. • Registration of the club with volunteering initiatives i.e. VIP. • Liaising with the club secretary, committee etc to ensure the smooth running of the club and the inclusion of volunteering issues in the development plan. • Attend relevant training courses to familiarise with the RFL • Meet with the Service Area Volunteer Coordinator to discuss and update on any volunteering issues
Key results	<ul style="list-style-type: none"> • Volunteers recruited into specific roles • Volunteers recognised for their work, internally to the club and through external schemes. • Improved communication within the club • Increased awareness of RFL policies relevant to volunteers • Registration of the club with volunteering organisations
Commitment Required	Approximately 4 hours per week
Benefits to self	<ul style="list-style-type: none"> • Social interaction • An insight into the management and operation of a club • Involvement with the RFL • Personal development opportunities
Benefits to club and your local community	<ul style="list-style-type: none"> • Increased volunteer recruitment • Increased co-ordination of volunteer opportunities and work currently undertaken by volunteers • Increased knowledge of training and development opportunities for volunteers • Increased volunteer recognition opportunities • One person with responsibility for volunteers
Support/Training	RFL and service areas will provide training in volunteer initiatives, 'on the job' training
Qualifications/skills	Needs to have good communication and organisational skills, preferably with an understanding of the day-to-day running of a club.
Details of Volunteer contact	Club Secretary

Is this Volunteering Opportunity open to disabled persons?

Yes

No

Service Area Volunteer Coordinator (SAVC)	
Location	
Overall Purpose	To help clubs recruit, induct, train, support, inform and motivate existing and new volunteers through a network of club volunteer co-ordinators.
Key Responsibilities	<ul style="list-style-type: none"> • To support the recruitment and training of Club Volunteer Coordinators • To promote the policies (relevant to the volunteers) of the RFL to the clubs and ensure their implementation. • To liaise with Club Volunteer Coordinators to ensure that available avenues for volunteer recruitment, training and recognition are utilised. • To make sure training and ongoing support is provided. • Liaise between the National Volunteer Manager and the Club Volunteer Coordinators, providing information as necessary • To represent the views of volunteers within the Service Area in an unbiased way.
Suggested activities	<ul style="list-style-type: none"> • Be aware of volunteering bodies within the Service Area, making and maintaining contact with them • Ensure the registration of clubs within the Service Area with volunteering bodies, i.e. the local volunteer bureau • Meetings with the National Volunteer Manager, Club Volunteer Co-ordinators and Club Administrators • Mentor new Club Volunteer Co-ordinators • Attend relevant training courses within the RFL and external volunteering sectors • Complete Volunteer Returns on a regular basis
Key results	<ul style="list-style-type: none"> • Volunteer recruitment is active within the Service Area • Volunteers are retained within the SA • Volunteers are aware of their roles and their value to the RFL • Clubs are promoting volunteer recognition schemes • Open communication between the Club Co-ordinators, Service Area Co-ordinators and the National Volunteering Manager
Commitment Required	Approximately 6 hours per week (average)
Benefits to self	<ul style="list-style-type: none"> • Social interaction • An insight into the management and operation of a club • Involvement with the RFL • Personal development opportunities
Benefits to clubs and your local community	<ul style="list-style-type: none"> • More effective volunteer recruitment • Increased recruitment and recognition opportunities • More inter-club relations and discussions • Better communication between the Clubs, Service Areas and the RFL
Support/Training	RFL and service areas will provide training in volunteer initiatives, 'on the job' training
Qualifications/skills	Good communication and organisational skills are vital, along with the ability to be diplomatic and assertive. Also need to have a flexible outlook.
Details of Volunteer contact	National Volunteer Manager/ RDM/ SA Co-ordinator

Is this Volunteering Opportunity open to disabled persons?

Yes

No

Useful Contacts

You may find it useful to complete this sheet with the details of people relevant to your Service Area and the locality it is within.

Position	Name	Contact Details
National Volunteer Manager	Kelly Barrett	The RFL, West Yorkshire House, 4 New North Parade, Huddersfield. HD1 5JP Tel: 01484 544131 Fax: 01484 519985 Mobile: 07739 819750 Email: volunteering@rfl.uk.com
The Service Area Coordinator is:		
Our Regional Development Officer is:		
Our Regional Development Manager is:		
Our Local Authority contact is:		
Our local volunteer development agency (formerly volunteer bureau) contact is:		

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