



Race Officials Conference

Volunteering Session

Jackie Bennetts

RYA Volunteer Development Officer

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Some Statistics

- 22 million adults are involved in formal volunteering each year
- 26% (5.8 million) people volunteer in sport
- 1.2 billion hours per year
- 4.4 million hours given to sailing/boating by volunteers (value £'s)



Economics . . .

Volunteers contributed equivalent of
£48.1b to the economy

(or 2.1 million full-time workers)

Volunteering England 2007

Every pound an organisation spends
supporting volunteers generates a notional
payback of up to £14

Sport England



The 'YES/NO/Don't Know' of volunteering in race management



1. 'Race management' relies on the contribution of volunteers for its activities & its success
2. My event/class/club has a planned approach to recruiting new people to fill key volunteer roles – time keeper, mark layer, Race Officers
3. There are more tasks that need doing than people willing to do them
4. There is someone who co-ordinates the work of volunteers, contact for new/interested vols.
5. We could make better or more efficient use of the time, effort, skills and experience people have to offer



6. Racing events provide a consistent and positive experience for everyone who contributes to their success
7. There are clearly defined roles/responsibilities for key positions /opportunities within race management
8. Race management has a structured and accessible training programme for volunteers to access
9. Race management needs more officials, mark layers, safety boat drivers, judges, and people to generally 'help out'
10. Race management has a process for recognising & rewarding the time contribution people make



I am keen to find out more about
volunteering / volunteer management





Vacancy / Vital / Vulnerable	V
Onerous / Obligation / Oh No!	O
Laborious/ Legislation/ Liability	L
Unpaid/Unseen	U
Needed / Nagged / Negative	N
Temperamental/ Thankless	T
Enlisted/ Expectations/ Exhausted/ Exasperated/ Endangered/ Extinct	E E
Responsibility / Recycled / Retiring	R



V Vision / Variety / Valued

O Offer / Opportunity

L Loyal / Lucky / Laugh

U Useful / Unique

N Necessary / Numbers / Nurtured

T Talented / Tempting

E Enhance/ Exciting/ Enjoyable/ Effective/ Elite /

E Essential/ Energetic/ Exceptional/ Expert

R Recruit/ Retain/ Reward/ Recognise & Respect



Investors
'Making a difference'

My Time
'I've done my bit'

Frustrated Defectors
'It's not worth it'

Cultural Norms
'It's what you do'

Volunteer Mindsets

Aspirers
'You get respect'

Generosity
Love of Sport
Social Connection
Appreciation

Skill Seekers
'I've learnt what could be achieved'

Time Poor
'Less time to give'

Cautious but Keen
'People don't think they can do it'

Masters
'I always like to see something done better'



Not all volunteers are the same

- Recruitment tailored to intended audience/mindset
- Support and training to match motivation
- Recognition needs will be different
- Barriers to volunteering will be different and good volunteer management needs to allow for this



Volunteering is a two-way relationship

- Improve the volunteer experience
- Develop a 'customer care' approach to volunteer recruitment and management
- Match the needs of the volunteer with the needs of the club / class /event to create win-win situation



Volunteering has image problems

- Negative experiences will discourage continued involvements
- Develop a culture that supports volunteers and makes them feel valued
- Consider the roles given to volunteers to ensure work is meaningful



Volunteers want more structure

- Well organised but not too formal
- Defined role / tasks
- Induction to role
- Mentor / Support
- Development opportunities
- Effective communication / Feedback
- Clear processes & systems for managing volunteers



The importance of asking

- Do not underestimate the power of asking someone to volunteer
- Communicates the belief that someone has something of value to offer
- Acknowledgement of a person's skills and abilities, suitable for role
- Consider using 'Inviters' to support the Volunteer Co-ordinator



Young people do volunteer

- Young volunteers are enthusiastic and energetic
- Will expect volunteering to be enjoyable
- Likely to need more training and support
- Volunteering needs to deliver social outcomes
- The future of our sport



The importance of leadership

- Provision of a safe environment
- A well run event or activity
- Manageable volunteer roles
- Supporting and encouraging environment
- Clarity & certainty about commitment required
- Volunteers respected and listened to



Thanking Volunteers

- Volunteering is conditional
- People want to feel appreciated for their efforts
- Implicit and Explicit rewards
- Ask volunteers how they might like to be recognised/rewarded
- Must be sincere and timely



RYA



2009 Awards

! Closing date
11th May 2009 !

- Lifetime Commitment
- Outstanding Contribution
- Youth

Info & forms available from
www.rya.org.uk/WorkingWithUs/volunteers



Where do I fit in?

- Funding - Grants to support volunteering
- Development – Safeguarding & Protecting
- Recognition – RYA Community Awards
RYA Club of the Year
- Support and Information



Support and Information

Useful Websites:

www.ryavolunteering.org.uk

www.volunteering.org.uk

www.runningsports.org



How To Get In Touch

Jackie Bennetts or Maria Clark

Phone: 0845 365 0406

E-mail: volunteering@rya.org.uk

Website : www.ryavolunteering.org.uk