



How to retain new Volunteers

How to Retain Your Volunteers

Once you have recruited your new volunteers, it's vital to make them feel welcome and supported, as well as ensuring that they are carrying out their agreed role.

- Arrange a warm welcome for new volunteers, introducing them to key members of the club and your facilities
- Give your new volunteers a Club Welcome Pack
- Your Volunteer Coordinator takes them through an Induction Programme - see Volunteer Induction Checklist provided on the website. The Volunteer Induction Checklist includes five sections - Overview, Information on your club, Club Guidelines, Their Role and What to do about problems. This document can be adapted for your club.
- Always give your new volunteer(s) the chance to give feedback on their role and how it could be improved
- Always ensure that your new volunteer(s) are doing worthwhile jobs, using the Athletics NI Role Descriptions or writing your own.
- You can nominate a mentor within the club to support your new volunteers to give added support – see Mentor Role Description
- Offer training and courses where appropriate to their role, especially if they are planning to coach or officiate
- Start a “Volunteer” email news and Volunteer of the Month award.
- Don't overload keen volunteers with too many tasks
- Always say “thank you” verbally and with a friendly note.
- Ensure that you have all your volunteers listed on a database and maintain their up to date contact details
- Promote the fact that your club is run by volunteers for volunteers

Recruit Retain Reward Results