



## Volunteers

The key to good practice in volunteer management in sport clubs and organisations is effective leadership. Without successful leadership, people tend to be uninspired, unsure of their role and may lack commitment. Furthermore, successful leadership requires positive attitudes about people. If the volunteers in the sport club are viewed and managed as creative, motivated people who seek responsibility, then they are likely to exhibit high levels of performance.

Volunteering does not simply happen. Volunteers who are unsupported, uncoordinated and not well managed are unlikely to feel positive about their volunteer experience. The work of volunteers needs to be coordinated if organisations are to be effective in achieving their goals and volunteers are to be satisfied that their time and effort has made a difference.

Follow the links below for more information on volunteers and volunteer roles within clubs.

[Recruitment Volunteers](#)

[Retaining Volunteers](#)

[Succession Planning](#)

[Volunteer Job Descriptions](#)

[Return to Contents Menu](#)



# Recruiting Volunteers

Recruitment is the process of attracting new volunteers to sport clubs and organisations. Personal contact with potential volunteers, whether through friends, family or individuals already involved in an organisation are amongst the most frequently cited ways that volunteers first became involved in voluntary work.

Recruiting volunteers for your club is no different to recruiting paid staff in any other organisation. The recruiting process is the same for paid and un-paid staff. A clear system needs to be organized for volunteers.

- Job descriptions
- Advertising
- Recruit new blood
- Parents
- Personal Contact
- Emphasis the rewards (intrinsic and extrinsic)
- Make them feel valued
- Don't overlook young players as potential coaches or umpires
- Offer small honorariums- waive their fees in return for coaching etc
- Succession planning – plan forward

Initial Steps to make a new recruit want to stay:

- Welcome them into the club
- Ensure they have a good understanding of the club and the nature of the role
- Be available to assist them and answer questions
- Have a handover period where possible
- Highlight their new role and dedication with a thankyou and PR in the club newsletter, or e-news.

It is vitally important for Club development and strategy to be successful, the club needs to recognize the essential contribution that volunteers make to the club.

The ASC's Club Development Network has excellent resources you can access simply by signing up. For more detailed information on Volunteer Management log onto [www.ausport.gov.au](http://www.ausport.gov.au), sign up and download the Recruiting volunteers module.

[Return to Volunteers Menu](#)

[Return to Contents Menu](#)

# Retaining Volunteers

The goal of volunteer retention is to develop a sense of organisational commitment amongst volunteers. Although volunteer turnover is to be expected in sport clubs and organisations and creates opportunities for organisational change, high rates of turnover can hinder the capacity of organisations to deliver the quality or range of services and programs clients and members have come to expect. Sport clubs and organisations with high rates of volunteer turnover may have to divert large proportions of limited resources to recruiting, orientating and training new volunteers. The key to retaining volunteers is to make the volunteer feel valued, to reward and recognise your volunteers.

The two key components to retaining volunteers is offering encouragement and motivation through

- Offering education and training (such as, leadership courses, mentor training, umpiring and coaching courses and refreshers, info packages seminars explaining particular roles and responsibilities)
- develop a clear pathway for people to achieve higher levels

Communication with your volunteers is also vital-

- ensure their needs are being met
- ensure they have the resources they require to complete their tasks
- skill matching of the volunteers to the tasks expected of them
- Other Committee members need to make themselves approachable – to identify/ avoid problems early on

Knowing when it is time to turnover volunteers or redefine a volunteers' responsibilities is just as valuable as recruiting them. If a volunteer is not fulfilling his/her obligation or is struggling with a role, the Club Board or the volunteer coordinator needs to act promptly to either assist or remove the volunteer from the designated post.

The ASC's Club Development Network has excellent resources you can access simply by signing up. For more detailed information on Volunteer Management log onto [www.ausport.gov.au](http://www.ausport.gov.au), sign up and download the retaining volunteers module.

# Recognising and Rewarding Volunteers

This is the last key element in successfully retaining volunteers. It is easy and takes no time to thank someone for their tireless efforts after organizing a function. Putting your volunteers in the limelight every now and then not only raises the profile of volunteering but also acknowledges their input.

Thank you cards, flowers or a small gift can make the difference between retaining and losing volunteers.

It is vital that you run your club as a business and operate accordingly.

## Ideas for Recognising and Rewarding Volunteers

- Smiling, saying hello and thank you.
- Sending welcome letters when volunteers are first recruited.
- Sending group emails or including reference to the volunteer and their new position in newsletters or club email updates.
- Including volunteers on organizational charts.
- Offering personal praise to the volunteer whilst on the job.
- Writing letters and postcards of thanks.
- Writing letters of reference and including details of service.
- Giving identification or club/event pins, badges, shirts, water bottles, caps.
- Acknowledging volunteers in newsletters, or group e-news.
- Presenting volunteer awards at the annual general meeting.
- Giving complimentary tickets to special events and functions.
- Sending get well, birthday and Christmas cards.
- Arranging discounts at recreation and sport stores or restaurants.
- Awarding life memberships.
- Reimbursing out-of-pocket expenses.
- Holding social events in honour of volunteers.
- Acknowledging efforts during committee meetings.
- Farewelling people when they move away from the role, club or area.
- Providing meal and petrol vouchers.
- Arranging for free or discounted use of facilities.
- Listening to volunteers' ideas.

[Return to Volunteers Menu](#)

[Return to Contents Menu](#)

# Succession Planning

**Succession Planning is:** forward thinking and planning in advance for identifying potential leaders within organisations and then gradually working at developing them into readiness to move up into leadership position, or club roles in our case.

Succession planning is critical to any modern day organisation and business so is just as critical to a hockey club who in most cases has un-paid staff (volunteers) fulfilling leadership and operational positions.

Hockey Clubs that plan for smooth transitions of leadership positions (club administrators, presidents, secretaries, board members, executive members, coaches, junior development officers etc) are less likely to experience disruptions to their operations and can better position themselves to replace volunteers who leave their current positions.

**The Key is:** to plan for the replacement of volunteers- have potential people to fill the shoes identified, make these identified potential people aware of the club functions and what is involved in the role. Make them feel welcome, valued and supported.

And then think positively and think of the benefits to the club by bringing in a new volunteer to the club roles.

[Return to Volunteers Menu](#)

[Return to Contents Menu](#)

# Volunteer Job Descriptions

## Introduction

The Hockey Australia Volunteers Handbook has been developed to assist the operation of hockey clubs by providing Job Description guidelines and hints for a selection of key roles.

Each Job Description is a number of points usually indicative of the nature of the role and it is accompanied by a list of Helpful Hints. The Job Description and Helpful Hints are designed as suggestions of what each role could entail. The roles identified and described are in no way comprehensive.

## Contents

1. [President](#)
2. [Vice-President](#)
3. [Secretary](#)
4. [Treasurer](#)
5. [Volunteer Coordinator](#)
6. [Coaching Coordinator](#)
7. [Junior Development Coordinator](#)
8. [Promotions Coordinator](#)
9. [School Liaison Coordinator](#)
10. [Umpires Coordinator](#)
11. [Ground Manager](#)
12. [Team Manager](#)

[Return to Volunteers Menu](#)

[Return to Contents Menu](#)

# Presidents Job Description

## Primary Responsibility:

The President is responsible for the overall management of the club and all of its operations. This involves running club meetings and ensuring effective management of the Board and its sub-committees.

## Key Roles:

- To be well informed of all club activities including, financial position, programs run by the club, who is charge of the programs and the number of teams / players.
- Be aware of the future directions and plans of club members.
- Ensure the Board adheres to the proposed action plans and goals of the membership.
- Have a good understanding of the club constitution, club rules, policies and the duties of all office holders and the various sub-committees.
- Manage Executive Committee and or sub-committee meetings. The President should ensure that all club matters are discussed and the best decisions are made, without the meeting lasting longer than necessary.
- Manage the clubs Annual General Meeting (AGM) by following the agenda, completing all business, making awards or presentations, and if applicable, introducing and welcoming a guest speaker.
- Act as chairperson of all General and board meetings
- Represent the club at local, regional and national levels. Serve as the clubs representative in the community and attend functions at which the club is to be represented.
- Be a supportive leader to **all** club members. The President should listen to other people's suggestions (not just committee members) and bring them to the Executive Committees attention if required.
- Act as a facilitator for club activities such as fundraising or social events.
- Ensure that planning and budgeting for the future is carried out in accordance with the wishes of the club members.
- See that information requested by the Association or state body and all correspondence from the Association or state body is communicated and promptly acted upon.

# Helpful Hints for President

## Practical Tips

- Be unbiased and impartial on all issues – if a situation arises where there is a possible conflict of interest, the President, as chair should temporarily step down.
- Avoid repetition, arguments, interruptions and deviation from the matter under discussion.
- Be well informed about the purpose of a meeting(s) and the items to be covered.
- Be well versed in the rules or procedure for the particular type of meeting being held.
- Allow for and encourage relevant discussion and debate.
- Make decisions based on informed discussion and majority agreement.

## Personal Attributes

- Be a good listener who will be able to summarise the main points of a discussion.
- Ability to delegate tasks or action points
- Be able to work effectively as part of a team.
- Be a motivator, who encourages and recognises the work of the various committees and all club volunteers.
- Good leadership qualities

[Return to Volunteers Job Descriptions Menu](#)

[Return to Contents Menu](#)



# Vice-President Job Description

## Primary Responsibility:

In many instances, the Vice-President will become the Club President. Thus it is the requirement of the Vice-President to be acquainted with all club duties of the President in order to prepare for a term in office.

Vice- Presidents also have their own portfolios. Some examples of these can include:

- Overseeing of other board members
- Coordination of special projects
- Event management
- Recruitment and welcoming of new members

## Key Roles:

- To be well informed of all club activities including, financial position, programs run by the club, who is charge of the programs and the number of teams / players.
- In the absence of the President, chairing meetings and representing the club whenever such occasion arises.
- Liaising between the President and certain committee members.
- Fulfilling the requirements of the portfolio assigned.
- Assisting and advising other Board members on their portfolio.
- Leadership role

# Helpful Hints for Vice-President

## Practical Tips

- Be concise and direct
- Supportive of the President
- Be organised

## Personal Attributes

- Good listener
- Good communication skills
- Effective decision making skills
- Developed leadership skills

[Return to Volunteers Job Descriptions Menu](#)

[Return to Contents Menu](#)

# Secretary Job Description

## Primary Responsibility:

The club Secretary is responsible for the overall administration of the club. The Secretary is the link between the Board and club members. One of the most important positions in any hockey club and embraces far more than keeping minutes of a meeting.

## Key Roles:

- Attend and record minutes of all General and Board meetings.
- Prepare meeting agendas (in consultation with the President).
- Often the Secretary is the clubs first point of contact for information or details regarding its activities and operations.
- Communicate information to the members.
- Receive, distribute and keep a record of all correspondence. Direct it to the Board members concerned and Reply promptly where necessary.
- Maintain club administration files e.g. correspondence, financial records, minutes, competition details and results etc.
- Maintain membership records i.e. names, contact and personal details
- Organise meeting details, notify and distribute documentation to relevant personnel.
- Distribute minutes promptly and follow up on 'action' items from previous minutes.
- Coordinate and compile the Annual Report.
- Immediately after the election of the board members, notify both regional and state executive directors of the names, address and phone details of the newly elected Board.

## Equipment:

- Notebook and pen for recording initial meeting notes.
- Diary for the schedule of events, meetings, activities, fundraising, etc.
- Minute book or file where printed copies of previous minutes can be stored.
- Files for records.
- Phone and fax contact numbers.
- Access to a computer preferably with access to an email address (this is a very cheap method of communicating with members, other clubs, associations etc).
- Other stationery e.g. club letterhead, business cards etc.

# Helpful Hints for Secretary

## Practical Tips

- Use checklists.
- Develop a club procedures manual.
- Maintain confidentiality on relevant matters.
- Write up minutes as soon as possible after meetings.

## Personal Attributes

- Think clearly and positively.
- Communicate effectively.
- Be well organised.
- Ability to delegate tasks.

[Return to Volunteers Job Descriptions Menu](#)

[Return to Contents Menu](#)

# Treasurer Job Description

## Primary Responsibility:

The club Treasurer is responsible for the overall financial management of the club. And manage all income and expenditure pertaining to the club.

## Key Roles:

- Maintain a working level of petty cash.
- Ensure monies received are banked promptly and recorded correctly.
- Pay bills.
- Invoice groups / members for rentals, e.g. buildings, equipment, uniforms etc.
- Prepare budgets for the forthcoming year detailing all sources of income and expenditure. Work with the Club President to set the annual budget.
- Maintain accurate records of current income and expenditure.
- Prepare annual financial accounts for auditing and provide the auditor with information as required.
- Make arrangements for signing officers for the club accounts usually the Treasurer, the President and one other appointed person.
- Ensure annual returns are filed with the relevant Government department of the state, if required.
- Manage club investment programs. Set up accounts for general and trust funds.
- Submit all approved accounts to the Board for final approval.
- File tax returns and income tax payments for employees, as required.
- Prepare and present regular financial statements to the Executive Committee.
- Regularly file business activity statements (including GST) where applicable.
- Acquit funds received from government grants where applicable.
- Source and investigate financial grant or funding opportunities.
- Collect membership fees, and notify those with outstanding invoices.
- Keep a tight control on all expenditure ensuring that no budgets are overrun.
- Arrange through the Board to appoint auditors for financial statements at years end.
- Payment of fees/levies to the Association or State Body running the competition.

## Equipment:

- Ledger for inward and outward money.
- Calculator.
- Receipt book for monies received.
- Index filing system for invoices and statements paid.
- Club deposit books and cheque books.
- Petty cash tin.
- Copies of previous financial records (from predecessors).
- Access to a computer with basic spreadsheet capabilities.

# Helpful Hints for Treasurer

## Practical Tips

- Allocate regular time periods to maintain the books.
- Carefully handle money and cheques.
- Work in a logical orderly manner.
- Be aware of information needing to be kept for the annual audit.

## Personal Attributes

- Good record keeper.
- Be well organised.
- Honesty and integrity

## Additional Tips

It is recommended that all expenses be paid by cheque- thereby providing a record of expenditure.

There are many accounts packages available which can simplify the club's accounts and assist with preparing up-to-date monthly and annual budgets.

[Return to Volunteers Job Descriptions Menu](#)

[Return to Contents Menu](#)

# Volunteer Coordinator Job Description

## Primary Responsibility:

To recruit and manage volunteers in the club and provide the link between the Executive Committee, members and other volunteers.

## Key Roles:

- To be a member of the Executive Committee, where required by the club.
- Assist in the planning, implementation and evaluation of a volunteer management program.
- Assist in the development of a policy on volunteering in conjunction with the Executive Committee.
- Plan and develop a recruitment strategy in alignment with the club planning process.
- Assist in the development of a budget for the volunteers in conjunction with the Treasurer and Executive Committee.
- Assess the human resource needs of the club for general running and special events and determine where volunteers are needed.
- Seek out, recruit, select, appoint and allocate volunteers.
- Provide job descriptions for all tasks and revise volunteer duties regularly.
- Organise orientation and training of volunteers where appropriate.
- Hold regular planning and review meetings with volunteers.
- Ensure appropriate recognition of the volunteers and make volunteers feel “special” by public and personal acknowledgments.
- Keep up-to-date records of volunteers.
- Ensure that the right person is found for the particular job and that where there is a mismatch that the volunteer’s feelings are considered and valued.

# Helpful Hints for Volunteer Coordinator

## Practical Tips

- Be aware of the nature of volunteering and be able to keep volunteers motivated and enthusiastic.
- Have an understanding of the organisational goals and structure of the club.
- Know the roles that volunteers play within the club.
- Supervise, evaluate and make necessary changes to the volunteer programs as appropriate.
- Assist volunteers work together as a team.
- Create a social and friendly environment for volunteers and members.
- Produce written material for posters, newsletters etc.

## Personal Attributes

- Communicate effectively and in a positive, encouraging manner.
- Know the principles of, and have the ability to manage people.
- Be enthusiastic and a motivator
- Have good people skills

[Return to Volunteers Job Descriptions Menu](#)

[Return to Contents Menu](#)



# Coaching Coordinator Job Description

## Primary Responsibilities:

- Ensure that every player in your club receives coaching.
- Maintain regular team coaches.
- Seek to improve the coaches and coaching standards.
- Try to give every player the chance to reach their hockey potential.

## Key Roles:

- Seek enough coaches for club requirements i.e. minimum of one per team.
- Endeavour to assist all coaches gain, maintain, update and improve on their coaching accreditation level.
- Use incentives to promote coaches gaining accreditation e.g. pay coaching course fees or reduce club membership fees for accredited coaches.
- Ensure fair allocation of time and space at all training sessions
- Ensure all players and coaches have, or have access to the correct equipment when training, playing or coaching.
- Inform all parties of the relevant training days, times and locations.
- List likely people willing and able to coach, with contact numbers.
- Approach potential coaches personally to discuss their availability to coach.
- Provide assistance with coaches planning and observe them in order to provide relevant feedback.
- Review training sessions and coaches performance on an ongoing basis.
- Be available to assist coaches at training or games if required.
- Communicate with other clubs and Regional / State Development Officers.
- Seek assistance from qualified coaches to help inform and update coaches.
- To progress self development, encourage the higher quality coaches to nominate to coach representative teams.
- Keep club Executive Committee informed of any relevant issues.
- Obtain and distribute relevant coaching information to all coaches.
- Video coaches in action and discuss jointly.
- Meet regularly as a group to provide feedback and update coaching ideas.

## Helpful Hints for Coaching Coordinator

- Identify with club how many coaches are needed for the season and for which age groups.
- Obtain names, contacts, club records, players, parents, NCAS coaching lists and record in a database.
- Arrange meeting with all prospective coaches, establish your role as a support to the coaches and plan training blocks for the season.
- Check that all teams have been allocated their training times, areas and equipment.
- Provide mentor coaches, particularly for new or inexperienced coaches, for as long as necessary.
- Continue to observe and assist coaches where required.
- Continue to provide positive feedback to all coaches.
- Identify talented players as well as coaches.
- Encourage a positive and fun coaching environment for players and coaches.
- Observe all coaches during the year in the training and match environments.
- Give positive feedback but correct poor trends or techniques where necessary.
- Provide opportunities for updating information and educating individuals and groups.
- Encourage coaches to undertake NCAS coaching courses through the Regional / State Association.
- Organise and distribute club coaching awards.
- Make time for individual meetings with coaches as required to discuss any problems, issues and / or positive experiences.
- Access external coaches (not always hockey specific) to further inform, educate and update yourself and other coaches.

[Return to Volunteers Job Descriptions Menu](#)

[Return to Contents Menu](#)

# Junior Development Coordinator Job Description

## Primary Responsibilities:

- To increase junior player numbers.
- Improve club / school liaison and recruitment.

## Key Roles:

- Liaise and work in conjunction with Regional / State Development Officers where applicable.
- Compile data of contacts at schools, Regional / State Departments of Sport and Recreation and the state Education Department.
- Seek feedback from club personnel on coaching availability in school hours and compile a data list of helpers and hours per day that they are available to assist.
- Approach the Executive Committee for incentives to assist schools run development programs to encourage children to join a local club e.g. reduce fees for teachers or children joining clubs from targeted schools.
- Seek local community support through Council, Members of Parliament, Businesses, Police Clubs or Service Clubs to advertise your club and development programs.
- Keep parents and schools informed and involved where ever possible.
- Ensure contact details are up to date and correct for all handouts.
- Promote junior hockey where possible through flyers, newsletters, media etc.
- Ensure that all schools are aware of visiting coaches or teams eg the State or Australian team playing matches in the local area.
- Ensure that schools have access to hockey programs and to local club contact details.
- Coordinate senior club players to get involved with development coaching sessions.
- Seek coaching help to upgrade teachers at school in their hockey skills and levels e.g. Level 0 or Level 1.
- Seek assistance from the Coaching Coordinator to access coaches for juniors and school children.

## Helpful Hints for Junior Development Coordinator

- List names of people to contact e.g. Regional Development Coach, School Sport Director, Local Councillor and local Department of Sport and Recreation.
- List schools in the region to be targeted eg. State, private and prioritise by any hockey playing teachers or contacts at those schools.
- Establish a Development Plan:
  - Identify geographical area
  - Design letters of introduction
  - Set time, dates and targets
  - Arrange volunteer meetings to assist with development sessions
  - Invite Regional Development Officers, teachers and umpires to be involved
  - Contact the media to promote development sessions
- Keep accurate records of numbers in attendance at development clinics, names and numbers recruited and potential players.
- Clearly establish club monetary guidelines and budget including costs for advertising, equipment, coaching fees and dress codes for coaches.
- Arrange facilities such as school grounds, club and / or association grounds including availability, bookings and fees.
- Delegate authority by setting up simple guidelines, establishing team leaders, keeping coaches and development officers etc informed including club teams and executives.
- Set clear objectives that are in accordance with the club Strategic / Business Plan and that are realistic, achievable and measurable.

[Return to Volunteers Job Descriptions Menu](#)

[Return to Contents Menu](#)

# Promotions Coordinator Job Description

*Promotions Coordinator can also be known as the Marketing, Sponsorship, Fundraising or Social, Coordinator / Officer / Manager.*

## **Primary Responsibilities:**

- Plan, promote and manage events.
- Coordinate marketing, sponsorship, fundraising and social events.
- Promote and report on the clubs activities via newsletter, email and website.
- Advertise and sell club merchandise e.g. apparel and promotional items.
- Liaise with the media.

## **Key Roles:**

- Establish a Promotions Committee to implement the various promotional areas.
- Select people who possess skills in these areas.
- Establish and implement a Promotional / Marketing and Media Plan in line with the clubs Business / Strategic Plan.
- Develop good rapport with local and regional media and submit regular press releases e.g. weekly reports, competition results and forthcoming events.
- Develop basic sponsorship proposals and seek funding for various programs, events, competitions, tournaments, teams and the venue.
- Develop various social / fundraising activities to increase club revenue.
- Publicise and promote events, programs, competitions / tournaments and teams to local businesses, media, clubs and local community.
- Develop and distribute a periodical club newsletter to all members and key stakeholders i.e. members, sponsors, media outlets etc.
- Establish a generic club logo, club colours and a merchandising range to identify all club members and teams.

# Helpful Hints for Promotions Coordinator

- Select people onto the Promotions Committee that are enthusiastic and can identify the benefits of promoting the club and hockey in general.
- Once you have selected your committee members have clear responsibilities for each member.
- Share the workload by encouraging others to assist with various promotions.
- When establishing a Promotional / Marketing Plan ensure it is simple, realistic and useable, and in line with the Strategic / Business Plan of the club.
- In developing a good rapport with the media it is important to provide them with regular and concise information. Personal visits on occasions are also beneficial.
- Identify what it is your club wants to achieve and what benefits a sponsor will gain from their involvement with your organisation / teams. When developing your proposal make use of photographs and figures about hockey in general and in your area.
- Brainstorm fundraising activity ideas to increase appeal and interest.
- Provide current calendar information about forthcoming events to the media and members on a regular basis.
- Develop a regular newsletter and provide opportunity for members to contribute.
- Provide information and interest articles to state associations for the State newsletter and Hockey Australia's website.
- Establish a generic club logo, colours and merchandising that is instantly recognisable.
- Sign up as a member of the Australian Sports Commission's **Club Development Network**, membership benefits include:
  - A simple checklist that helps identify how the club is performing in various aspects of its management and operation, and helps to develop an action plan.
  - Regular updates via the club development electronic newsletter, e-news. The newsletter covers a range of topics dealing with all aspects of running an effective club.
  - Access to the web-based Resource Library, which has a wealth of club-friendly resources to help the club address its needs.
  - Resources range from templates for a strategic plan through to fact sheets on how to run a safe sausage sizzle. It is all there waiting for you to log on and print off at:  
[www.ausport.gov/clubs/](http://www.ausport.gov/clubs/) email [club.development@ausport.gov.au](mailto:club.development@ausport.gov.au) or phone **1300 130 121**.

[Return to Volunteers Job Descriptions Menu](#)

[Return to Contents Menu](#)

# School Liaison Coordinator Job Description

## Primary Responsibilities:

- To encourage and support junior hockey participation.
- To promote and involve school sporting coordinators in establishing a modified hockey program.
- To provide sufficient support materials / resources / information on modified hockey programs for principals, sports coordinators, teachers and coaches.
- To establish links with local schools to promote a junior modified hockey program.

## Key Roles:

- Visit the principals or sports coordinators of each school in person (if possible) in order to promote your club and hockey programs.
- Encourage the use of parents, current or past hockey players and other family members who play hockey to assist in the delivery of a modified program.
- Take sample packs of junior sticks and balls, a copy of the rules, diagram of the field set-up and field positions and other coaching resources.
- Maintain sufficient umpires for the duration of the modified hockey program.
- Payment of umpires.
- Provide annual updates on current rules and proposed playing dates for individual schools.

# Helpful Hints for School Liaison Coordinator

- Be enthusiastic in promoting, establishing, recruiting and supporting junior hockey participation.
- School teams in a coaching program may need to be moved into different divisions according to their level / progression of development.
- Share the workload and encourage parents and other family members to be in charge of junior teams.
- If necessary, offer to go to a school and introduce any interested players to a practice hockey session.
- Consider asking players to pay a small fee to players of local clubs to visit a school and give coaching sessions and assist delivering a modified hockey program.
- Assist and support the initial setting up of the hockey program in schools.
- When necessary assist with marking and setting up the playing fields / areas.
- Sufficient umpires need to be supplied, and older juniors who already play club hockey are generally a good option.
- Contact your Regional and/or State Association for ideas and resources in promoting hockey in schools.

[Return to Volunteers Job Descriptions Menu](#)

[Return to Contents Menu](#)



# Ground Manager Job Description

*Ground Manager can also be known as Bookings, Facilities, Centre or Venue Manager, Officer or Coordinator.*

## **Primary Responsibilities:**

- To manage and respond to ground bookings in a prompt, efficient and accurate manner.
- To investigate other sources of income for grounds.

## **Key Roles:**

- Ensure that you are always easily contactable and / or have a message service to enable prompt reply to customer enquiries.
- A booking system with the following characteristics can be put in place to avoid double bookings and to maintain accuracy:
  - Only one person to take bookings.
  - Bookings are recorded in one place only e.g. book or database
  - Bookings are not confirmed until they have been inputted
- Ground Managers contact details should be advertised in appropriate places e.g. fixture books, websites, ground signage, local schools etc.
- Monthly invoices should be sent to customers.
- Arrangements need to be made to open and close the ground for each booking and where required to turn on / off the lights.
- Establish a system for recovering payments from defaulters
- Advise the canteen operator of the bookings to ensure the opportunity to increase revenue is explored.
- Make regular inspections to check items that may require maintenance e.g. mowing and weeding surrounds, goals, ground markings, ground surface cleaned and in good repair etc.
- Ensure there is a facility for cleaning footwear at each entrance to any artificial playing surfaces.
- Fencing behind each goal should be maintained as much as possible to prevent balls being hit out of the ground and therefore avoid possible damage claims.
- Regularly clean and stock the clubhouse and surrounds.
- Seek ground signage and other forms of revenue for the facility.
- Where income is insufficient to maintain the ground a promotional program should be devised to:
  - advertise the facility for hire to schools and other hockey clubs
  - advertise the facility for hire to other sports e.g. tennis, cricket, football, netball, soccer etc.

# Helpful Hints for Ground Manager

- Document conversations and keep accurate and organised booking records.
- When investigating new ways to promote the use of the grounds and facilities in order to increase revenue, think both within and externally to hockey.
- Be friendly and positive and encourage all potential users to make use of the facilities.
- Think of ways of adding value to this service e.g. consider offering clubs a percentage discount of the canteen takings if they hold their social competition at your facilities.
- Establish and maintain a welcoming environment by ensuring that the facilities are well maintained and presented.
- In case of any double bookings handle the situation in a concerned and positive manner and be helpful in establishing a new time slot.
- Create an atmosphere of fun and excitement by opening the canteen (and bar) facilities whenever possible and by scheduling teams from the same state/club close together. This will encourage individuals to stay and support other players.
- Be fair and equitable when allocating time slots to teams, but bear in mind that showcasing your top grade hockey is a good idea for promoting the sport.
- Be creative when seeking ground signage and make use of the local personnel and business.
- When looking to increase revenue, seek the support of others including the Promotions Coordinator.

[Return to Volunteers Job Descriptions Menu](#)

[Return to Contents Menu](#)

# Umpires Coordinator Job Description

## Primary Responsibility:

To manage umpires in the club by providing training, support and encouragement.

## Key Roles:

- Report regularly to club and/or Regional / State association meetings.
- Receive any correspondence relating to umpiring matters, circulate to umpires in your club and act upon it if necessary.
- Ensure that all umpires, players and coaches are aware and understand rule changes or updates in interpretations.
- Appoint a junior umpires' coordinator to develop the theory and practical skills of junior umpires if necessary.
- Arrange for coaching of umpires including on-field assistance and directions regarding current interpretations of new and existing rules.
- Arrange for theory and practical testing of umpires where appropriate and maintain a register of accreditation levels / badges awarded.
- Identify talented umpires for further progression i.e. regional/state level.
- Select and nominate umpires for Regional / State Championships.
- Arrange for an umpires' coach to attend Regional / State Championships, wherever possible.
- Seek guidance and support through the Regional / State Associations and Hockey Australia.

# Helpful Hints for Umpires Coordinator

- Undertake your role with enthusiasm and generate enthusiasm in others.
- Work together as a team with your committee to plan ahead.
- Enjoy the role; talk with your committee and umpires and work together to enhance the standard of umpiring.
- If you need additional support or assistance contact your Regional / State Development Officer for further resources, information and access to expertise.
- Take pride in your umpires and your contribution in improving the standard of umpiring in your club and encourage umpires to take pride in how they present themselves when umpiring.
- Encourage your club to actively support umpires.
- Always be prepared to learn from others.

[Return to Volunteers Job Descriptions Menu](#)

[Return to Contents Menu](#)

# Team Manager Job Description

## Primary Responsibility:

To act as the liaison person within the team and between the club administration and the team by keeping accurate records, communicating information effectively and providing positive support.

## Key Roles:

- Collect and keep a record of and collect registration fees / team levies.
- Work with the coach to maintain team harmony and develop team unity.
- Discuss with the coach any specific requirements they may have.
- Put together an “odds and ends” container, including such items as safety pins, tape, hair clips, scissors, shoe laces, pencil, pens, spare uniforms etc.
- Liaise with players on team matters, including information being passed on regarding details of practices and matches for any who may be absent when information is originally given out.
- Keep an attendance role of players at training, including record of those who have explained absence.
- Keep an availability list and have contact details of all players and officials involved with the team.
- Ensure that a first aid kit is available and fully stocked.
- Check with selectors / coach which players have been selected in the team.
- Write up match cards / reports, according to selection and making sure all names are spelt correctly.
- Make sure all drink bottles / cups are filled up.
- Check match card / report is filled out correctly at conclusion of match and get the Captain to check the score card before signing.
- Control any players / coaching staff who may require pacifying.
- Make sure that the “dug out” / bench area is kept neat and tidy during and on completion of the match.
- Assist with injured players where needed, by knowing where assistance can be obtained and arrange transportation as required.
- Assist with organising club fundraising and social activities.

# Helpful Hints for Team Manager

- Make sure all team members are registered.
- Collect all registration fees.
- Write up a list of players details, including a checklist.
- Prepare an availability / non-availability sheet.
- Organise a First Aid Kit.
- Liaise with the Secretary regarding where to collect relevant team information.
- Obtain sufficient match cards / reports for matches during the season.
- Organise a groundsheet for matches, if required.
- Organise ice in an insulated container for matches.
- Prepare an information sheet to outline requirements of players.
- Check the match card / report has been posted / passed on to the relevant person(s).
- Assist the team in achieving any club fundraising targets and assist with club fundraising and social functions as required.
- Seek first aid training / qualifications if possible.

[Return to Volunteers Job Descriptions Menu](#)

[Return to Volunteers Menu](#)

[Return to Contents Menu](#)