



Induction

The next phase of the recruitment process is to go through an induction process to introduce and welcome your new volunteer to your club. A volunteer induction program should clarify the volunteer's role in the club. This section outlines the key things for clubs to consider when inducting volunteers and provides some tips to assist clubs setting up and implementing an effective volunteer induction program.

Key considerations for inducting volunteers:

Consider the following when inducting new members:

- Who is responsible for inducting new volunteers? Club need to allocate someone to undertake the role of inducting new members, if this does not occur it is likely that the task is either not done or unprofessional in its approach
- Does this person have access to the required information needed to induct new members? Clubs need to set up systems and procedures for inducting new volunteers to the club. This includes developing volunteer resources, such as information kits, background material on the club and a position description
- Does the club have a position description? A key component of the induction process should be educating the volunteer about their role as a volunteer and how it will contribute to the club's objectives
- Clarify any queries or concerns – Make sure the volunteer has understood what you have covered in the induction process and answer any questions or queries that they may have.

Tips for inducting a new volunteer:

- Introduce people around the club – introduce the new volunteer to key people around the club including a selection of members to make them feel comfortable in the surroundings.
- Tour the facilities – take the volunteer on a tour of the facilities at the club. Highlight the location of key things that the volunteer will need in their role (equipment, manuals)
- Explain the expectations – let the volunteer know what will be expected of them in their role, including duties and time commitment required
- Provide necessary information – provide the volunteer with information that will help them to undertake their role successfully. This will include contact details of club representatives, event schedules, training times, equipment lists and locations, hours of operation, health and safety etc
- Explain emergency procedures – explain the club's emergency procedures including what their role would be in the case of an emergency; familiarise them with the clubs Health and Safety Policy
- Explain the club's day to day operations – familiarise the volunteer with what would occur in a typical weekend at the club
- **A health and safety induction template is located in your club's Safe365 account.**

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By the end of the induction session, the new member should have:

- A clear understanding of the club and its structure; what it does and who it caters to
- An understanding of all administrative procedures, particularly those that the volunteer will be directly involved with.
- Knowledge of both their own job and those of other volunteers, and of any rules, rights and responsibilities applying to volunteers.
- Meet with other volunteers and any personal with whom they'll be working

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