



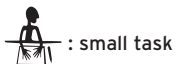
Volunteer Handbook

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1. Welcome

Volunteers are extremely important to us at the club, without you and others like you, volleyball would simply not exist! The time and energy contributed by volunteers assists and assures the future development of volleyball.

This handbook has been designed to provide you with useful information regarding many aspects of volunteering and to answer some of the questions often asked by new volunteers.

2. Benefits of Volunteering

Volunteering is open to everyone. You do not need previous volunteering experience to volunteer at the club which is great, as volunteering can and does bring a variety of benefits.



Take a moment to think about what benefits you think there are from volunteering. List the benefits you hope to gain from volunteering your time with us.

1. _____
2. _____
3. _____
4. _____

Your list may have included some of the following:

- Having FUN!
- New friendships
- Personal satisfaction
- Sense of achievement
- New skills
- Make a positive difference
- Training opportunities
- Personal development
- Gain CV references - "looks good on your CV!"
- Gives access to experience which could lead to career opportunities

3. We Want You

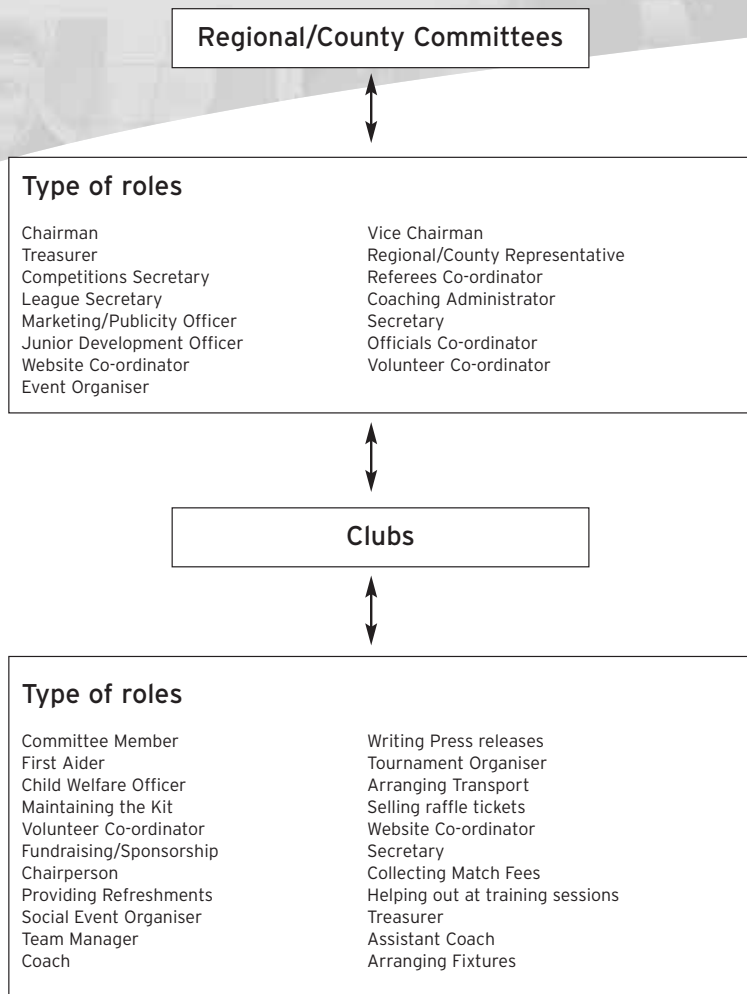
In a nutshell... No Volunteers - No Volleyball!

Our club exists to promote volleyball to all players, regardless of age, standard, race or gender. Our club is run entirely by the members on a voluntary basis and we are always looking for more people to get involved.

Volunteers are needed at the club to fulfil a variety of roles/tasks. The amount of time needed to undertake each role/task can vary but some can be split up into small chunks and shared between a number of people so they are more manageable. We appreciate just how precious your time is, so we'll make sure that we make good use of the time you can give.


Remember! You do not have to be a volleyball player to volunteer at the club.

Below are some examples of the role/task opportunities available, which you could be involved with:



4. Choosing a Task/Role - Skills & Time...


Different volunteer roles require different skills. To get the most out of volunteering, it is best to choose a task/role that ideally matches your skills. It is also useful if you have an interest in the task/role as you are more likely to enjoy it.



Take a moment to think about what skills/qualities you have. Make a list of these skills below. Also include any interests you have.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

By matching your skills to an appropriate volunteer role will make your volunteering a lot easier.



From the list overleaf, show which skills/qualities you think would be needed for undertaking the various volunteer roles. An example is shown overleaf.

Skills/Qualities	Volunteer Role
Approachable	Child Welfare Officer
Friendly	Arranging Transport
Organisation	Fundraiser
Administration	Secretary
Motivation	Social Events Organiser
People Management	Writing Press Releases/Reports
Communication	Event Organiser
Interpersonal Skills	Treasurer
Information Technology	Committee Member
Equitable	Collecting Match Fees
Numeracy	Website Co-ordinator
Problem Solving	Chairperson
Leadership	Producing Promotional Material i.e. posters/leaflets
Negotiation	

The list above is not exhaustive. Some other examples of how skills/qualities can be used are detailed below:

- Do you enjoy, or have a flair for writing?? If so, you may like to volunteer to write articles/press releases etc for the club newsletter or local newspaper.
- Are you a “whiz” with computers?? You could help out with the technical side of the clubs website.
- Do you get on well with people?? Do you enjoy motivating and supporting people? If yes, you would be ideal for the role of volunteer co-ordinator.

Descriptions of roles and what skills are beneficial for these roles are included in Appendix A.

When thinking about undertaking a role, it is very important to think about the amount of time you will be able to commit to be able to fulfil the role. Some roles require more time than others and it is recommended that you are aware what time commitment is needed and be realistic about the amount of time you are able to give.

Depending on the role, a typical year may include attending/ organising/ assisting the following:

- Annual General Meetings for; club, county, region
- Meetings at club, county, region
- Local, regional, national events, junior/senior
- Fundraising at club, county, region
- Publicising/promoting volleyball
- Tournaments/competitions
- Coaching/training sessions

5. What to Expect from the Club

We want you to enjoy your time volunteering with us and encourage you to stay with us. If you are a volunteer at the club, whatever role or task you undertake, we won't throw you in at the deep end and leave you to cope on your own! We realise you may have never undertaken the role/task before, or been involved in volunteering in a club environment.



Make a list of what you would expect from the club as a volunteer.

1. _____
2. _____
3. _____
4. _____
5. _____

The club can provide all of the necessary support, guidance and advice you require through a variety of ways in order to help you undertake your volunteering activities with confidence and ease. Hopefully your list will have included some of the things detailed below.

We will endeavour to:

- Provide a detailed description of your role
- Provide club contact(s), somebody you can ask if you are in doubt about anything regarding the role/task
- Provide all of the necessary information to allow the role/task to be undertaken
- Provide appropriate training opportunities as necessary. See Appendix F for more information
- Provide appropriate resources
- Recognise your contribution to the club
- Where possible reimburse out-of-pocket costs incurred as part of the role/task See Appendix D
- To be respected and seen as a valued part of the club
- Privacy and confidentiality
- Be free from discrimination on grounds of gender, marital status, race, sexuality, religion and disability
- Receive appropriate support from the club e.g. know who to contact with any role related problems/difficulties
- Be consulted on matters relating to your task/role
- Volunteer in a safe environment
- Be able to say no
- Express your view/opinions on matters relating to your task/role

6. Volunteer Rights & Responsibilities

Volunteering is a two-way process i.e. volunteers provide the club with, time, skills and/or experience and the club fulfils the volunteers expectations and needs. Through providing this time, skills/experience the club recognises that volunteers have rights. These include:



10. Interested in Volunteering? ... What Next?

Get Involved!

We hope this handbook has given you an insight into volunteering at the club and the different opportunities that are available.

If you have got some free time and would like to register your interest in volunteering, we would love to hear from you. To get involved is simple! All you have to do is:

1. Complete the 'Volunteer Recruitment Form' located in Appendix B
2. Hand it to the club Volunteer Co-ordinator or the person below

If you have any questions or queries regarding volunteering or for more information, please do not hesitate to contact:

Name: _____
Position: _____
Tel No: _____
E-mail: _____

We hope to hear from you very soon!

APPENDIX A: Example Role Descriptions

Role Description

Post Title:

Secretary (Voluntary)

Responsible To:

The Club Committee

Skills/Qualities Required:

- Good IT skills
- Good administration skills
- Good organisational skills
- The ability to commit to ____ hour(s) per week/month/year

Expenses Reimbursed:

- Travel
- Telephone Calls
- Postage

Main Duties

- Organise Club Meetings and fixtures.
- Organising, preparing and liaising with the Chairperson on the agenda for each meeting and circulate with notification of meeting.
- To take, write up, print and distribute minutes of committee and Annual General Meetings within one month of the meeting.
- Dealing with correspondence before and after meetings, collating information, distributing the information and ensuring decisions made are communicated to the relevant people.
- To keep records and copies of all minutes and correspondence.
- Liaising with external contacts, such as facility/venue manager etc.
- To deal with all volleyball related enquiries and correspondence.
- Managing/overseeing insurance and property issues.
- Developing and overseeing systems/procedures to ensure that the Club complies with legal and statutory requirements i.e. Data Protection Act.
- To arrange production of publicity materials for Club events.
- To attend relevant meetings.

Role Description

Post Title:

Treasurer (Voluntary)

Responsible To:

The Club Committee

Skills/Qualities Required:

- Financial experience - ideally a financial qualification
- Book keeping/Accounting knowledge
- Experience of budget setting and monitoring
- The ability to commit to ____ hour(s) per week/month/year

Expenses Reimbursed:

- Travel
- Telephone Calls
- Postage

Main Duties

- Responsible for managing the finances of the Club and ensure that funds are being spent correctly.
- Monitor the Club's income and expenditure, ensuring that expenditure remains within the proposed budget.
- Keeping and maintaining the Club's financial records and accounts.
- To ensure that all monies are promptly deposited in the bank or building society.
- Ensure proper documentation is kept relating to the Club's financial activities.
- Present a proposed budget for the Club.
- To help prepare and submit any statutory documents that are required (e.g. VAT returns, PAYE and NI returns, tax returns, grant aid reports).
- Present financial reports and report regularly to the Management Committee on the Club's financial position.
- Responsible for the Club's financial transactions.
- Prepare and present accounts for the end-of-year financial report and audit.
- Renew insurances annually.
- Attend all relevant meetings.

Role Description

Post Title:

Chairperson (Voluntary)

Responsible To:

The Club Committee

Skills/Qualities Required:

- Knowledge of the Club
- Excellent leadership skills
- The ability to motivate others
- Excellent communication skills
- The ability to commit to ____ hour(s) per week/month/year

Expenses Reimbursed:

- Travel
- Telephone Calls
- Postage

Main Duties

- Preside at and attend all meetings of the committee.
- Ensures the aims of the Club are upheld.
- Make decisions whenever the need arises, in consultation with other officers when appropriate.
- Agree meeting agendas and approve minutes with the Secretary.
- Take chair at general meetings, within which: to ensure orderly conduct; fair and appropriate opportunity for all to contribute; suitable time allocation per item; determining order of agenda; directing discussion towards consensus; clarifying and summing up actions and policies.
- To contribute to the performance of the committee, and the Club as a whole.
- Motivate and support committee members.
- To promote and market the image of the Club.
- Present an annual report at the AGM.
- Act as a spokesperson and represent the organisation at other events.
- Supply vision and imagination at the highest level.
- To discuss with committee members long term strategy in respect to the planning and direction of the club.
- To assist committee members with annual target setting and budget making, and to receive annual budget statements.
- To report to the Annual General Meeting by means of a written report within the Annual Report.
- To act as a signatory for the Association.

Role Description

Post Title:

Volunteer Co-ordinator

Responsible To:

The Club Committee

Skills/Qualities Required:

- Experience of managing people
- Good communication skills
- The ability to motivate others
- The ability to commit to ____ hour(s) per week/month/year

Expenses Reimbursed:

- Travel
- Telephone Calls
- Postage

Main Duties

- Identifying the volunteer needs of the club.
- Recruiting new volunteers.
- Providing feedback to help people be effective in their roles.
- Provide support to new volunteers and new post holders.
- Maintain regular contact with new volunteers.
- Maintain volunteers' motivation.
- Organise relevant training/workshop sessions for Volunteers.
- Able to attend relevant meetings.

A Criminal Records Bureau Enhanced Disclosure process applies to this post. Appointment of this position will be dependant upon the outcome of this process.

Volunteer Recruitment Form

Would you like to help?

Volunteers are vital for the future of our club. If you would like to support the club by volunteering your time in any way then please complete the form below and return it to the Volunteer Co-ordinator.

Level of involvement

(please tick where appropriate)

- Committee Member
 Organiser
 Assistant/Helper

Name

Address

Postcode

Home Telephone

Work

Mobile

E-mail

Time availability

Please indicate below your availability to volunteer. We realise that this may be subject to change. Please note that by indicating your preferred timeslot does not mean that you will be committed to that time on a weekly basis.

APPENDIX B: Volunteer Recruitment Form

Areas of interest (please tick where appropriate)

- | | | |
|---|---|--|
| <input type="checkbox"/> Administration/Office Skills | <input type="checkbox"/> Volunteer Support | <input type="checkbox"/> Inter Club/County Leagues |
| <input type="checkbox"/> Sponsorship/Fundraising | <input type="checkbox"/> Computing/Website Design | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Finance Skills | <input type="checkbox"/> Social Activities | <input type="checkbox"/> Catering |
| <input type="checkbox"/> Junior Development | <input type="checkbox"/> Coaching | <input type="checkbox"/> Club Nights |
| <input type="checkbox"/> Child Welfare | <input type="checkbox"/> Media Liaison | <input type="checkbox"/> First Aid |
| <input type="checkbox"/> Tournaments/Events | <input type="checkbox"/> Team Organisation | |
| <input type="checkbox"/> Other Skills (please specify) | | |

Availability

DAY	MORNING	AFTERNOON	EVENING
Monday	_____	_____	_____
Tuesday	_____	_____	_____
Wednesday	_____	_____	_____
Thursday	_____	_____	_____
Friday	_____	_____	_____
Saturday	_____	_____	_____
Sunday	_____	_____	_____

Are you available during school holidays? Yes No

THANK YOU FOR YOUR TIME



APPENDIX C: Volunteer Reference Form

Volunteer Reference Form

REFERENCES

Please give details of two referees below
(not relatives)

Name _____	Name _____
Position _____	Position _____
Organisation _____	Organisation _____
Address _____	Address _____
_____	_____
_____	_____
Telephone No. _____	Telephone No. _____

INTERESTS

Please give brief details of pastimes, hobbies and interests:

Signed _____ Date _____

Expenses Claim Form

Name: _____

Address: _____

Contact details: (h) _____ (w) _____

Cheques to be made payable to: _____

APPENDIX D: Volunteer Expenses Claim Form

DATE	DETAILS OF EXPENSE	TOTAL AMOUNT
Total Amount		£

Our current rate for petrol/diesel costs is _____ per mile.

I confirm that all the expenses detailed above have been incurred as a volunteer on the date(s) indicated and were in the interest of the volleyball club.

Signed _____ Date _____

Please ensure that you have attached any receipts or tickets and have signed the form.

FOR STAFF USE ONLY

Authorised by _____ Name _____

Position _____ Date _____

APPENDIX E:

Volunteer Code of Conduct

Code of Conduct for Club Officials and Volunteers

The essence of good ethical conduct and practice is summarised below. All volunteers must:

- Respect the rights, dignity and worth of all athletes, officials and volunteers at all times
- Treat everyone equally regardless of age, sex, ethnic origin, religion, political persuasion, sexual orientation or physical disability
- Consider the wellbeing and safety of participants before the development of performance
- Develop an appropriate working relationship with performers, based on mutual trust and respect
- Make sure all activities are appropriate to the age, ability and experience of those taking part
- Promote the positive aspects of Volleyball (e.g. fair play)
- Display consistently high standards of behaviour and appearance
- Follow all guidelines laid down by the English Volleyball Association and the club
- Hold the appropriate, valid qualifications and insurance cover
- Never exert undue influence over performers to obtain personal benefit or reward
- Never condone rule violations, rough play or the use of prohibitive substances
- Encourage performers to value their performances and not just results

Volunteer Training Matrix

APPENDIX F:

Volunteer Training Matrix & Course Information

Position	Volunteer Management	Funding & Promoting Your Club	A Club for All	Sports Development Planning	Developing Sporting Partnerships & Junior Clubs	First Aid Appointed Persons Course (St. Johns Ambulance, Red Cross)	Good Practice & Child Protection	How to Coach Disabled People in Sport	How to Coach Sports Safely	How to Coach Sports Effectively	What is Sports Coaching	How to Coach Children in Sports
Assistant Coach						•	•	•	•	•	•	•
Chairperson	•		•	•			•					
Child Welfare Officer							•					
Fundraiser		•										
Head Coach			•		•	•	•	•	•	•	•	•
Media Liason Officer		•										
Secretary		•										
Treasurer		•										
Volunteer Co-ordinator	•	•					•					
Website Co-ordinator		•										
Youth Development Officer					•	•	•					•

Running Sport Workshops

Running Sport Workshops aim to help sports clubs and sports volunteers to 'work smarter, not harder'.

Volunteer Management Duration - 3 hours

This workshop will help you to manage effectively the volunteers that are essential to the current and future success of your club.

At the end of this workshop participants should be able to:

- Build volunteer planning and management into your club's structures.
- Support the role of a volunteer co-ordinator within your club.
- Provide your volunteer co-ordinator with the tools they need to do their job effectively.

Funding & Promoting Your Club Duration - 3 hours

This workshop provides practical ideas for raising funds from a range of sources, including fund-raising events and sponsorship and how to promote your club effectively.

By the end of this workshop participants should be able to:

- Assess your club's financial needs so you know how much cash to raise and what it will be used for.
- Identify a range of fundraising activities to help you bring in this money, and know which of these are realistic and achievable for your club.
- Recognise the key ingredients for a successful sponsorship proposal.
- Assess the promotional opportunities and requirements for your club.
- Select a range of techniques and tools to help you promote your club effectively.

A Club For All Duration - 3 hours

This workshop outlines how your club can reach all sections of the community, including young people, older people, those on low incomes, disabled people, and people from ethnic minorities.

By the end of this workshop, participants should be able to:

- Assess how open your club is to members at the moment.
- Decide what else you could do to make your club more accessible to more people.

Sports Development Planning Duration - 3 hours

This workshop will help you to create a development plan for your club to progress and grow.

By the end of this workshop participants should be able to understand:

- The principles of sports development and performance pathways - so your performers can keep improving.
- The principles of a planning process - so you know where to start, and what to do next.
- How to apply the principles of planning to sports development - so that it is relevant to your situation.
- How to write a sport development plan for your own club - so your club knows where it is going, and how it will get there.

**Sports Facility Development -
Planning a Building Project**
Duration - 3 hours

This workshop will help you through the early stages of planning a building project for your club.

By the end of this workshop participants should be able to:

- Stand back to gain a broad overview of your proposed building project and make sure the major decisions are right for your organisation.
- Explore what is involved in project planning, from sports development to a design brief and a business plan.
- Identify the areas you will be able to manage yourselves and those in which you will need expert help and advice.
- Action plan realistically to implement the project.

**Developing Sporting
Partnerships/Developing Junior Clubs**
Duration - 3 hours

This workshop helps schools and sports organisations to provide quality opportunities for young people to progress in sport.

By the end of this workshop participants should be able to:

- Plan and develop a partnership that meets the needs of young people.
- Identify the types of resources available to support your partnership or junior club.

For more information on the Running Sport workshops contact;
Running Sport Support Team,
3rd Floor, Victoria House
Bloomsbury Square
London, WC1B 4SE
Tel: 0207 404 2224
www.sportengland.org/running_sport.htm
e-mail: runningsport@coachwise.ltd.uk

Sports Coach UK Courses

Further information on the full range of Sports Coach UK (SCUK) courses is available from;

Sports Coach UK
114 Cardigan Road
Headingley
Leeds. LS6 3BJ.
Tel: 0113 274 4802
Fax: 0113 275 5019
www.sportscoachuk.org
e-mail: coaching@sportscoachuk.org

Coaching Courses

Leader and Coach Awards

Community Sports Leaders Award

This 12-hour course prepares the Leader to be able to assist in the introduction of volleyball as a recreational game to a group of inexperienced adults or children in a safe, controlled and enjoyable manner. Basic concepts, skills and rules are introduced through progressive small-sided versions of the game. The course is not examined and an attendance certificate will be awarded to those who complete the course.

Eligibility

Candidates must be at least sixteen years of age.

Level I Coaching Award

This is the basic introductory coaching award and is a minimum of 16 hours. The course aims to enable the coach to assist in the introduction of volleyball to a group of inexperienced adults or children in a safe, controlled and enjoyable manner. Knowledge and understanding of tactics and skills is developed through a progression of small-sided games based on three modules that address the VolleySport, Mini Volley and Super Mini Volley formats. Opportunities are provided for candidates to build their experience of practical coaching in a group setting and assessment is completed by a formal written examination.

Eligibility

Candidates must be at least sixteen years of age. No previous coaching experience of volleyball is required.

Level II Coaching Award

The Level II award is a minimum of 24 hours and it prepares the coach who has some experience of competitive volleyball to plan, organise, and deliver a series of volleyball sessions in a safe and enjoyable manner to a group of adults or children. The course focuses on the development of basic tactics for the 6-a-side game and progresses the basic techniques and skills that were introduced at level I, with some introduction of specialist roles. Opportunities are provided for candidates to further extend their experience of practical coaching in a group setting and assessment is completed by a formal written examination.

Eligibility

Candidates must:

- Be at least eighteen years of age
- Have
 - i) a C.S.L.A. Volleyball or Level I award and have two years practical experience of volleyball
 - ii) or have equivalent practical volleyball coaching experience
 - iii) or teaching experience
- Complete the SportsCoach UK Coach Workshop 'Injury Prevention and Management'
- Be familiar with the technical and tactical information contained within the English Volleyball Association's Level I Coaching Award Manual.

Level III Coaching Award

The Level III award prepares the experienced coach to deliver a programme of training sessions aimed at improving the technical and tactical performance of individual players and a team over a series of matches (season). The course also covers; game analysis and evaluation of performance, short, medium and long-term planning of training and competition, physical and psychological development of individuals and teams and coaching methodology. Opportunities are provided for candidates to extend their experience of practical coaching in a group setting and assessment is completed by formal written examination and group project work.

Eligibility

- Candidates must have held a Level II award for a minimum of one year and must be a registered coach member of the EVA.
- Candidates must have completed three SportsCoach UK Coach Workshops:
 - i) 'Fitness and Training'
 - ii) 'Goal Setting and Planning'
 - iii) 'Coaching Methods and Communication' or 'Motivation and Mental Toughness'

VolleySport

This 4-hour course is designed for teachers with little or no experience of volleyball working at Key Stage 1 and 2 or coaches working with groups starting volleyball for the first time. The course aims to introduce candidates to the fundamentals of movement and sending/receiving skills through the development of basic tactical concepts for attacking and defending. Modified games of 1 v 1 and 2 v 2 are explored using a set of specially designed activity cards. With a strong emphasis on teaching methodology creative approaches to improving leadership skills through communication, use of rules, equipment and group/session organisation are explored. The course is not examined and an attendance certificate is awarded to those who complete the course.

Mini-Volley

This 4-hour course is primarily aimed at secondary teachers (KS 3) or coaches who have an existing level 1 award or who have previously attended the VolleySport course. It offers an opportunity for candidates' to progress knowledge and understanding by developing the 3-a-side (mini volley) format of the game. As the tactical complexity of the game is developed new skills are introduced providing a selection of possible solutions to the challenges that are encountered. The course is not examined and an attendance certificate is awarded to those who complete the course.

Super Mini-Volley

This 4-hour course is primarily aimed at secondary teachers (KS 4) or coaches who have a level 1 award or who have previously attended the Mini Volley course. It provides the key link in the transition from small-sided games to the full 6-a-side version. Skills are advanced further in the context of a number of 4-a-side versions of the game that are used to introduce and explore a selection of tactical possibilities from both an attacking and defensive perspective. The course is not examined and an attendance certificate will be awarded to those who complete the course.

For further information on any of the above courses, please contact:
Volleyball England
on 01509 631 699
or visit www.volleyballengland.org

Referee Courses

EVA Referee Awards

BASIC GRADES

Junior Referee Award

An award for young referees. Further information can be obtained
www.volleyballengland.org

Introductory Course

This is a 1-day induction, which consists of theory sessions (minimum 5 hours) and covers the basic rules and scoring.

Grade 4

This Grade is awarded to candidates who attend a 1-day course (7-8 hours) and successfully complete a theory examination on the rules of volleyball and use of the scoresheet. This course comprises of both theory and practical sessions.

Grade 3 (Regional)

This is the basic grade of practical refereeing, a recommended minimum standard for officiating in regional and area leagues. To achieve Grade 3R the candidate must be observed (by an approved Assessor) officiating at a match. The Grade 3 Award is made solely on the basis of practical refereeing.

ADVANCED GRADES

Grade 3 (National)

Referees with experience in regional leagues can apply for upgrading to Grade 3 National, the normal minimum grade required to referee in the National League. Practical assessment and a theoretical examination requiring a more detailed knowledge of the rules must be successfully completed.

Grade 2

Candidates wishing to be considered for assessment in order to upgrade to Grade 2 must be a registered Grade 3 National referee (with at least 2 years refereeing experience). They must be able to demonstrate a good standard of officiating in the National League.

Grade 1

Applications for Grade 1 are considered from any registered referee with at least two years experience as an appointed NVL referee at the Grade 2 level. The candidate must be able to demonstrate competence at the highest level of officiating and must be committed to an extensive programme of NVL matches each season.

For further information on the above Referee courses, please contact: Volleyball England on 01509 631 699
or visit www.volleyballengland.org

APPENDIX G: Choosing a Task/Role - Answers

Skills/Qualities

Approachable/Friendly
Interpersonal Skills

Organisation
Communication

Communication/Friendly
Motivation

Administration
Organisation

Motivation/Communication
Organisation/Friendly

Communication

People Management
Communication/Organisation

Numeracy/Administration
Articulate

Attention to detail
Information Technology

Leadership/Communication
Interpersonal Skills
Negotiation/Equitable
Problem Solving

Numeracy/Administration
Organisation

Information Technology
Project Management
Communication

People Management
Communication
Motivate Others

Volunteer Role

Child Welfare Officer

Arranging Transport

Fundraiser

Secretary

Social Events Organiser

Writing Press Releases/Reports

Event Organiser

Treasurer

Producing Promotional
Material i.e. Posters/Leaflets

Committee Member

Collecting Match Fees

Website Co-ordinator

Volunteer Co-ordinator

