

Volunteer Manager/Coordinator Role Structure

An extract from the [Active Volunteer Management Toolkit](#) – Finding and looking after the people who are key to the survival of your organisation (Centre, Club, School)

Given the wide range of tasks which fall under the remit of the Volunteer Manager/Coordinator, it would be great if your organisation could split the role. Having a small team reduces the workload for one person and is also an excellent way to demonstrate succession planning.

If you decide to appoint a team of volunteer coordinators, make sure that you consider a structure which best suits your organisation. Amend the role descriptions accordingly before you appoint individuals to the role. Ensure overall management of the team is defined, and that one position is clearly responsible for sitting on the committee and reporting, on behalf of the team.

Role Structure Options:

Select an option or use a mix of options to suit the needs of your organisation and the number of individuals available to be on the volunteer management team

Option 1:

- One person to take on the role and become a member of the Executive/Committee.
- Duties: See example Volunteer Manager/Coordinator role description.

Option 2:

- Divide into three positions.
- Meet regularly with one person reporting to the Executive/Committee.
- Consider implementing a structure with a clearly identified Volunteer Manager who has overall responsibility for the volunteer team.
- Suggested breakdown of duties:
 - Volunteer Manager/Coordinator 1: understanding the needs of the organisation and volunteers; develop appropriate plans in line with these insights; maintain policies and procedures; develop role descriptions; record keeping; succession planning
 - Volunteer Coordinator 2: advertising and promoting volunteer opportunities; finding, selecting and screening volunteers; assigning buddies; facilitating induction processes
 - Volunteer Coordinator 3: ongoing volunteer support and well-being; recognition; events; rewards; grants; training and development

Options 3:

- Divide into three positions.
- Responsibilities will be broken down to support each distinct group of volunteers within your organisation. This is more likely in a larger organisation.
- Again, structure should clearly identify a manager with overall responsibility for the volunteer team.
- Suggested breakdown by role: Coaches; Officials; All Other Volunteers (incl special events)