



Canberra Bridge Club

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Drafted by:	Alison Russell-French	Approved by CBC Committee on:	19 Sept 2023
Responsible person:	President	Scheduled review date:	Sept 2024

Volunteer Management Policy

INTRODUCTION

The Canberra Bridge Club (CBC) is an incorporated association which offers members a friendly, supportive environment in which to play bridge. It is the largest bridge club in the ACT and owns its own premises in Deakin. The Club offers bridge sessions for all levels of expertise, including beginners, improvers, intermediate and those who compete at a national level.

The CBC relies on the unpaid work of volunteers and values their contribution highly. This policy is intended to ensure that volunteers working with the CBC have work that is safe, significant, fulfilling, and appreciated.

POLICY

All volunteers shall be treated with respect and gratitude for their contribution and their contribution recognized as an integral part of the CBC's operations.

Volunteers shall carry out duties assigned by the management of the CBC.

RELATED DOCUMENTS

- CBC Working with Vulnerable People Policy
- CBC Work Health and Safety Policy
- Volunteering in Beginner/Supervised Classes (Appendix A)
- Volunteer Satisfaction Survey (Appendix B)

Authorisation

(signed – Tim Mather)

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President

Date of Approval by CBC Committee: 19 September 2023

Name of Organisation: **Canberra Bridge Club**

Volunteer Management Procedures

RESPONSIBILITIES

Volunteer matters are the responsibility of the Committee, Managers and Teaching Coordinator.

PROCEDURES

Induction

All volunteers shall be offered appropriate information and training to discharge their functions.

Reimbursement

All volunteers shall be reimbursed for all pre-approved expenditure incurred in the exercise of their functions, as set out in the CBC's Reimbursement of Expenses Policy.

RELATED DOCUMENTS

- Human Resources Policy and Procedure Manual
- CBC Working with Vulnerable People Policy
- CBC Work Health and Safety Policy

Authorisation

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President

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APPENDIX A

VOLUNTEERING IN SUPERVISED CLASSES

About the supervised program

The supervised program runs all year. We offer a 20-week program with a lesson each week followed by a short duplicate with set hands that reinforce the lesson taught that day. The students can ask questions during the play.

We present lessons on Doubles, Overcalls, Leads, simple Signals, Declarer Play techniques, Higher level openings (Pre-empts, 2 level bids), Stayman, Blackwood and bidding slams.

The program is suitable for new beginner graduates and for people returning to bridge who are looking for a refresher. New beginner graduates join the program understanding how to bid to game. Returning students will have more knowledge.

While most students choose to move on to standard duplicate after completing a 20-week supervised program they can stay in supervised for as long as they like.

Our goal

We aim to assist 'new to bridge' and 'returning to bridge' players get reassurance and consolidate knowledge.

We strive to create a friendly learning environment where students can grow in confidence to the point where they can play in a regular session without feeling out of their depth.

Here is some recent feedback from students:

“It is great to have a non-threatening teaching and learning session at which to play bridge and to meet people”.

“The amount of help I received was high and I didn't feel stupid/demanding in asking for it”.

“My partner and I have loved the supervised lessons. It is a welcoming and fun environment to learn and experiment.”

“I am thoroughly enjoying the supervised program. To be able to ask for expert advice helps me get the most out of the program. Its relaxed approach is very conducive to learning”.

What sort of people make great supervised volunteers?

You will make a great supervised volunteer if you are a person who:

1. Has a good grasp of bridge.
2. Can explain bridge in an easy and simple manner that can be understood by newcomers.
3. Has a nice, friendly manner.
4. Has a desire to support newer players on their bridge journey.
5. Has the time available to volunteer.

You don't need to be an “expert” bridge player to be a supervised volunteer.

Don't be concerned that you may still have things to learn. Regular players often forget how much basic knowledge of bridge they have acquired over the years and often do not appreciate just how advanced their bidding and play is compared to “supervised” players.

What does a supervised volunteer do?

Your role is to be available to answer questions from supervised students. Depending on student numbers, the teacher may ask you to join a table and partner one of the students. Here are some suggestions:

1. Read the lesson notes ahead of time so you know what the students have been taught.
2. Keep your responses simple. This is not the place to discuss complexities of a particular system or method of play.
3. Try to avoid telling the student the answer. A good strategy is to ask the student questions to assist them to work out the next step.
4. Park any views you may have about “best systems”. Your role is to help the students understand what they have been taught.
5. If you are unsure what advice to give a student, ask the teacher.

As a volunteer you will meet students with different levels of knowledge, experience, confidence, and comfort levels with making mistakes. Be alert to the dynamics.

1. If you see a student who is struggling or lacking in confidence encourage them.
2. Always provide targeted responses to questions and avoid discussing complexities. Most students are still coming to grips with basics.
3. Talk about the fact that it is ok to make mistakes. We have all made mistakes.
4. Alert the teacher if you think a student may benefit from a one-on-one discussion after the lesson.

If you have two students almost ready to leave supervised sitting with students coming to grip with the basics, be strategic about how you respond to questions. It is ok to take questions offline. To answer them at the table may impact the confidence of the newer students.

If you are sitting at a table and need to assist students around the table, be careful to ensure that you do not use information you gain from helping students in the play of the hand.

VOLUNTEERING IN BEGINNER CLASSES

About the beginner program

We run beginner classes twice a year - in February and in August. There are 3 categories of student in the beginner class:

1. Students new to bridge
2. Students with some prior exposure to bridge with family or friends
3. Students returning to bridge after a time away.
4. A bridge playing friend or partner of a student in one of the above categories.

During the 6-week course we teach the fundamentals of the game. The students get plenty of practice playing hands. By the end of the course, they will understand the language of bidding. They will be able to open the bidding, respond to an opening bid and work with their partner to find the right contract. Along the way we will provide card play tips.

At the end of the beginner program students are invited to join the supervised program.

Your role

Your role as a volunteer is to support the teacher. This may involve:

1. Taking the roll.
2. Joining a table when the students start to play hands.
3. Responding to questions from students.

Some students will grasp the concepts taught quite quickly. Others may take some weeks to become comfortable with will concepts like the role of declarer, the order of play and the role of dummy. Assume that most students will have limited knowledge.

SUPPORTING SUPERVISED AND BEGINNER VOLUNTEERS

How can I help you?

As a supervised or beginner volunteer you play a key role in supporting our newer players. I aim to provide you with an enjoyable and fulfilling volunteering experience. I will:

- Develop schedules that consider your time commitments.
- Provide you with a reminder the weekend before you are due to volunteer.
- Provide you with copies of notes for upcoming lessons.
- Brief you on any issues that may be relevant to an upcoming lesson.
- Brief you regarding any special needs a student may have identified.
- Arrange for substitute volunteers if you are unavailable.

I am your first point of contact if you any questions, concerns, feedback.

What is the time commitment?

I will try to keep your time commitment to one to two sessions in two months. In months where beginner sessions are running, I will need to seek additional support.

I will get in touch well ahead of time to check your availability. I will send you a copy of the roster so that you can see the forward schedule. The weekend before you are due to volunteer, I will send you an email attaching a copy of the notes, indicating who will be teaching that week. I will also provide you with any additional information that may be relevant to the particular lesson.

If you are unable to volunteer on your scheduled week, please give me as much notice as you can so that I can find another volunteer.

Morag Lokan, Novice Coordinator

APPENDIX B

VOLUNTEER SATISFACTION SURVEY

Surveying your volunteers is a practical and common-sense way of gaining feedback from those who have taken part in a volunteer-based partnership activity.

Feedback from surveys like these can be used not only to gauge reaction to certain aspects of the activity undertaken, but also to cater better for volunteers' needs and wants the next time an activity is planned.

The following is a sample survey. It can, of course, be varied to suit more specific volunteering tasks, but it provides a general guide to the sort of questions and comments you should ask of volunteers.

Remember to:

- Encourage the prompt return of the surveys.
- Stress to volunteers their responses to the survey will remain confidential and that they don't have to put a name to the survey if they do not wish.
- Encourage volunteers to answer as many questions as they want but say they don't have to answer them all.

SAMPLE SURVEY

Following the recent volunteer activity you helped with, we would like you to take a few minutes to fill in as many questions contained in this survey as you can.

Your responses will remain confidential. We will study your responses, as well as those of other volunteers, to see if there are any ways in which we can improve the next volunteer activity we organise as part of our partnership.

Thank you for your time.

- Name (optional): _____
- How many times have you volunteered? _____
- Are you planning to volunteer again in the future? _____
- Why did you volunteer? _____

TRAINING

- Was there any training needed for your volunteer role?

- If so, what sort of training was needed, and how many hours of training did you receive?

- Was this on-the-job training or a special training session?

- Was the training you received (Please circle one):
Excellent/Good/Fair/Poor/Received none

- Did your training prepare you for your volunteer role? (Please circle one):
Very well/Somewhat/Didn't relate/Received none

- If you have comments you'd like to share, please include them below.

SUPERVISION

- Were you provided with a clear outline of what was expected from you?
YES/NO

- Did your direct supervisor provide adequate support?
YES/NO

- Did he/she make you feel like a valuable member of the team?
YES/NO

- If you have comments you'd like to share, please include them below.

RECOGNITION

- Did you feel that your efforts were being/have been recognized and appreciated?
YES/NO

- Did you receive recognition for your service? If so, what was it?

- Was the recognition you received sufficient?
YES/NO

- Were the efforts of volunteers recognised publicly, or in the media? If so, how?

FEEDBACK

- Were your views on the CBC program sought out?
YES/NO
- Were your views listened to?
YES/NO

OVERALL SATISFACTION

- How would you rate your overall volunteer experience? (Please circle one):
Excellent/Good/Fair/Poor
- Were you treated properly and with respect?
YES/NO
- Did you enjoy working with other volunteers on the day?
YES/NO
- What was the highlight of your volunteering stint?

- Please use the space below to make any further comments about your experience that could help us improve the volunteer experience for yourself and others?

- Thank you for taking the time to complete and return this survey. Your answers are important to us and will be kept confidential. If you would like further information about this survey, please provide your contact information below.
