



WELCOMING A NEW MEMBER

PAWB
EVERYONE



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When welcoming a Player or volunteer who is new to your Club it's important to ensure that they feel welcome and confident enough to get started.

Giving every new player (parents) and volunteer an 'induction' is a fantastic way to do this. It will help you to build a positive relationship with them from the very beginning and hopefully set them on the road to becoming an engaged and longstanding member of the Club. It is a great idea to appoint a Volunteer Co-ordinator role to your Club or designate a member to play a lead role in welcoming and supporting new and existing members.

Follow the steps below to prepare a great induction for your new members which ideally should be led by your Co-ordinator.

SETTING NEW MEMBERS UP FOR SUCCESS

1. ALWAYS DO AN INDUCTION IN PERSON

Building a personal connection with the new member (and their parents) is vital, so try not to just hand over a document full of info and leave the member to it. If you have a buddy or mentor system that person is a great one to choose to include in the induction. If you don't have a system in place consider starting one – even informally.

Try to have the most senior person at the Club attend, even as a welcome: Chairperson; team coach as this sends a powerful message.

If it is not possible to do an induction in person, conducting a meeting online can also be an option.

2. SET ASIDE SPECIFIC TIME FOR IT.

Even if it's just an informal chat, give the member (and their parents) your undivided attention. The member will then understand that they and their contribution are important and that your welcome is genuine.

3. PICK THE RIGHT FORMAT

'Induction' can sound quite formal, but it doesn't have to be! Make the amount of time you spend and the information you give appropriate to the role the member is going to be fulfilling. It also doesn't always have to be one-to-one.

For example, if you have a group of new players or helpers all starting at the same time, why not arrange a night at the Club or a local venue where you can get them all together and introduce them to the Club, the key people, and each other.

4. PROVIDE THE OPPORTUNITY FOR QUESTIONS

You must remember to provide plenty of opportunities for new members to ask questions. This creates the right environment, allows them to feel valued and helps create a positive induction experience.

WHAT YOUR INDUCTION SHOULD COVER:

You can talk through the information below, or even prepare a short presentation if you have a group of members starting at the same time.

1. THE CLUB & HOW IT WORKS

- About the club – the history, values, mission statement, and any future plans.
- Key Club members and their role (always try to introduce the key people in person) including relevant key contact information.

2. THEIR ROLE:

Outline of what their role is / what is expected of them.

- Introduce them to the people they will be working with. Provide relevant details about the coaches and other Club members including: name, qualifications, contact info, which team(s) they work with, and if they have specialist training in coaching disabled footballers.
- Practical things they need to know – e.g. where equipment is stored/where the toilets are/where the first aid kit is.
- Meetings you would like them to join and when they are.
- Who they should contact if they have questions (make sure you give them that person's contact details).
- Any key deadlines or milestones across the season - e.g. league registrations or fixture deadlines, awards nights.
- Ask what support they might want to help them settle into the Club and in their role. Are there any specific needs or requirements they have that the Club need to be aware of to support them fully? E.g. disability, dietary requirements, travel support, financial support etc.

Depending on their role, you may also want to outline:

- Training that is available to them.
- When you will check in with them to discuss how it's going.
- The support systems that are in place for them.

At their induction, you should also make sure they are added to any relevant message groups/email chains (do a quick check that they are happy to be added first).

Give them a copy of your Club handbook (see below) and set another date and time to talk through any further detail.

Finally, don't forget to tell them about the fun stuff! Let them know about events and socials that are coming up, and make sure you remind them/ specifically invite them nearer the time.

CREATING A CLUB HANDBOOK

You will also need to let new members know about key policies they need to adhere to or be aware of. It's a good idea to create a simple handbook which outlines this key information so that members can refer to it in their own time. If you don't have a handbook, don't be intimidated – start small and it can grow over time.

You may also want to set up a separate session to take the volunteer through some of the elements below to avoid overloading them with information during the first induction session.

THINGS TO INCLUDE IN THE HANDBOOK/SET UP A SEPARATE SESSION TO COVER:

- ✓ Club values and Mission.
- ✓ Contact details of key people inside the Club – e.g. Coaches, safeguarding officer, first aiders, and facility manager.
- ✓ Key Club policies (e.g. health & safety, fire safety).
- ✓ Club codes of conduct.
- ✓ Contact details of key people outside the Club, such as FAW, leagues, local Clubs, and Area Associations.
- ✓ DBS checks and safeguarding responsibilities.
- ✓ Key Club processes.
- ✓ Log-in details for any online systems they might need to use as part of their role/ if they have an official Club email address.
- ✓ Any expense procedures.
- ✓ Outline that their involvement is covered by Club insurance.
- ✓ What to do if they have a complaint or concern (e.g. grievance process).
- ✓ Any links to online resources that could help them with their role (e.g. Club Cymru/Coach Cymru).

If you require support in welcoming new members to your Club contact

PAWB@FAW.Cymru