

The following sample outlines a scenario concerning a volunteer, in this case a Match Day Coordinator, who spends too much time at the club and often is accused of interfering with the roles of other volunteers even on non-match days. In the past other volunteers have spoken to him regarding this and have tried to explain that although they acknowledge he is trying to be helpful they don't require his assistance and would prefer to be left alone to manage their responsibilities.

Volunteer Performance Review

Name of Volunteer: <i>Jim Smith</i>		Date of review: <i>3 February 2016</i>
Name and title of person conducting review: <i>Rodger Jones, Club Coordinator</i>		
Volunteer position: <i>Match Day Coordinator</i>	Time in present position: <i>6 months</i>	Length of service: <i>6 months</i>
Review period covered: <i>16 August 2015 – 12 January 2016</i>		

Areas for review and points for discussion

	Volunteer Comments (to be completed prior to review meeting)	Staff comments
Describe your volunteer experience during this review period?	<i>I would say I have enjoyed every minute.</i>	<i>I thanked Jim for being so reliable and mentioned how much his loyalty was appreciated. At the same time I took the opportunity to review his job description with him and address any issues he may have regarding his work load, such as the need for extra volunteers, based upon the considerable hours he spends at the club.</i>
What do you like most about your role?	<i>Hanging out with all the parents and kids after the main game.</i>	<i>I highlighted to Jim the fact that he seems to spend a lot of time at the club and not always in the capacity of Match Day Coordinator. I advised Jim that part of my role was to ensure the health and wellbeing of all volunteers and therefore make sure he is not putting in more hours than necessary. In response to this it was agreed to put together a time management plan which included his duties.</i>
Have you experienced any problems when performing this role?	<i>Not really, I enjoy helping out and being a part of this club.</i>	<i>Briefly touched on whether Jim could see himself doing any other roles at the club in the future.</i>
Are there any areas of training or support you think would be useful to your role?	<i>No, I have played cricket myself for many years and know all of the rules back to front.</i>	<i>Advised Jim that I am happy to review this at a later date if his needs should change.</i>
Would you be interested in or prefer doing another volunteer role within the club?	<i>No, I like being a Match Coordinator as I still have plenty of time to socialise and mix with the other parents. I particularly like coming along to training sessions.</i>	<i>I advised that it seems like he may be interested in other roles as volunteers have mentioned that he has offered his points of view and assistance when it was not asked for.</i>

On the top line of each section below, please indicate how you rate yourself in regard to the following areas:		Needs Improvement	Fair	Good	Very Good	Not Applicable
Attendance	Self-rating			x		
	Staff rating			x		
Communication with others	Self-rating				x	
	Staff rating			x		
Ability to complete tasks	Self-rating				x	
	Staff rating				x	
Following Instructions	Self-rating				x	
	Staff rating		x			
Compliance with policies and procedures	Self-rating			x		
	Staff rating		x			

Performance Review Goal/s

Description of Goal: <i>Improve time management</i>	
ACTION Identify first step to achieve goal	<i>Implement a time management plan Meet with the Club Coordinator</i>
SUPPORT Information or training required	<i>Supervision and assistance to be provided by the Club Coordinator to help Jim to adhere to the time management plan</i>
OUTCOME Indicators that the goal has been achieved	<i>A reduction in the number of the hours spent at the club</i>
TIMEFRAME Target completion date:	<i>To be reviewed in three months (3 May 2016)</i>
Progress	<input type="checkbox"/> No progress <input checked="" type="checkbox"/> Some progress <input type="checkbox"/> No longer relevant <input type="checkbox"/> Good progress <input type="checkbox"/> Goal achieved <input type="checkbox"/> Abandoned
Comments from club representative regarding the level of progress	<i>As of the 16 April Jim appears to have decreased the time spent at the club somewhat and the supervision is continuing via the Club Coordinator.</i>

Signature of Volunteer: <i>J. Smith</i>	Signature of Club/Organisation representative: <i>R. Jones</i>
Date: <i>03/02/2016</i>	Date: <i>03/02/2016</i>