

## **FAMDA Volunteer Management Framework**

FAMDA relies on volunteers to support productions, festivals, and administration. This framework provides practical steps to attract, support, and retain volunteers, ensuring their contributions are valued and sustained.

### **1. Role Descriptions & Expectations**

- Clear written role outlines are provided for key positions (Front of House, Backstage, Technical, Administration).
- Volunteers are encouraged to select roles that suit their interests and availability.
- Expectations for punctuality, reliability, and teamwork are explained at induction.

### **2. Induction & Training**

- A short induction is provided before each production or festival, covering safety rules, responsibilities, and role-specific tasks.
- Volunteers are paired with experienced members where possible to build confidence.
- Safety and emergency procedures are emphasised to ensure compliance with FAMDA policies.

### **3. Recognition & Rewards**

- Volunteers are thanked formally at the end of each production and in AGM reports.
- Thank-you letters are sent to active volunteers after major events.
- Active volunteers are rewarded with complimentary tickets to a FAMDA performance, recognising their ongoing commitment.
- Annual acknowledgement at the AGM highlights volunteer contributions to the Association.

### **4. Feedback & Support**

- Informal check-ins are carried out by production managers or coordinators to ensure volunteers feel supported.
- Volunteers are encouraged to provide feedback and suggestions, either verbally or through the Committee.
- Concerns raised by volunteers are addressed promptly and respectfully.

### **5. Compliance & Safeguarding**

- All volunteers must comply with FAMDA's Child Safety and Risk Management policies.
- A valid Working With Children Check (WWCC) is required for anyone in direct contact with youth performers.
- Volunteers are expected to maintain professional standards of conduct, in line with the FAMDA Code of Conduct.

This framework is intended as a practical guide for FAMDA's committee and production teams. It ensures volunteers are welcomed, supported, and recognised for their essential role in the life of the Association.