

WELCOMING POLICY

Commodore: David Salau
Development Team: Mike Hillenaar & Greg Oakes
Approval Date: 19/12/15
Review Date: August 2018
Version No: 2
Next Review: August 2020



Role Description – Welcoming Officer

The role of the Welcoming Officer(s) or equivalent is to make new and potential members, volunteers, and their networks feel welcome at the Club and to support them to learn the ropes and settle in. This will be achieved through induction, introductions, and provision of club related information.

The Welcoming Officer(s) will also support all members to feel comfortable to attend social functions by issuing verbal invitations and active encouragement to attend. Welcoming Officer(s) will be called upon to play the “meet and greet” role at club functions and events to help make people feel comfortable and connected to others.

If a member ceases their involvement with the Club without explanation, a Welcoming Officer will make contact to determine if everything is OK.

Desirable Attributes:

The Welcoming Officer (s) should:

- be affable and friendly in approaching others
- be a person who can develop good relationships internally and externally
- enjoy the Club themselves and be enthusiastic about the club and its activities
- be very accepting of all people and keen to develop a diverse member base
- be around the Club often so that people connect with the role
- attend social functions, club activities to undertake the “meet and greet” role
- be a good listener and attuned to the interests of members and other interest groups
- be a good role model and a positive image for the Club be a competent public speaker

Specific duties include but are not limited to:

- Act as the “meet and greet” attendant at Club based events and functions
- Ensure that new members are taken through an induction and ensure that they have the information they need to settle in smoothly
- Ensure the new members have been provided with a Welcome Kit and take them through its contents
- Seek individuals who can continue to support newcomers e.g. peer support role / buddy system
- Ensure new members are included on newsletter and social event distribution lists
- Follow up with members who cease their involvement without explanation to ascertain if there were any issues that should be addressed
- Relay any issues or problems to the Committee as they arise.