

## KICKSTART

Kickstart is a one-off call with Sported members, to explore their strengths and needs.

### 01

#### Background

Our members approach us for support with a variety of needs. More often than not, they are unclear about what help they need. Due to the member's lack of clarity volunteers have fed back that a significant amount of time is spent understanding the problem, rather than providing guidance and support.

### 02

#### What does the support look like?

Kickstart is a structured, one-off conversation which explores each area of the capacity measurement tool with the member to determine strengths and areas for improvement. It can be likened to an organisational health check.

The aim is to:

- get more information about where the group is currently at with each area of the Capacity Measurement tool
- identify which area or areas of support are needed
- which level of intervention is needed to develop the group (e.g. short single topic, long term multifaceted)
- develop a support plan with the local Sported contact

### 03

#### What skills are desirable?

Basic understanding of our [Capacity Measurement tool](#) and a surface level understanding of the following areas would be beneficial:

- Business Planning
- Evaluation and Impact
- Finance
- Fundraising
- Governance
- Marketing
- Strategic planning

### 04

#### Why is it a beneficial service?

We have found Kickstart to be beneficial for members at any stage of their journey.

It has proven particularly beneficial for a member:

- unsure of their needs
- that has recently reengaged
- where it is apparent the support requested is not the most appropriate
- when you are determining whether they need a more structured multi-faceted plan or they just need support in one area
- in order to build a rapport with our team and establish all the ways we can support them
- in order to get more information about their current position and support needs

### 05

#### How does it work?

The Kickstart call uses a template form as a guide in terms of questions to cover, with a view to conclude support recommendations. As a rough estimate, the call takes around an hour.

##### **Before the call**

You will be provided background information on the member (e.g. how long they have been at Sported, basic summary information, contact details).

##### **Organising the call**

You will be connected with the member via email and then it is expected that you will arrange with the member a suitable time for the call.

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# Training Guide

## 05

### Your role moving forward

#### During the call

We want the call to feel organic for you and the member. Please try to visit each section of the form, however do not feel pressure to answer every question.

#### After the call

We recommend you share the completed form and recommendations with the group for their reflection and buy-in. Let them know our team will be in touch to discuss a support plan moving forward.

Then if you could please send the completed Kickstart document to [volunteer@sported.org.uk](mailto:volunteer@sported.org.uk). Our local sported contact will then be in touch with you to discuss a support plan moving forward.

We keep a record of the completed Kick Start call on our member database and can use this to aid any future support, provide additional member information for volunteers and measure the impact of our services.

Following the Kickstart, you can play different roles in the support of the group:

- If you have an interest in continuing to work with the member moving forward, we would be delighted. Regardless of the support plan that is developed and your skill area we can find a role that suits your interest. You will discuss this with the Sported local contact.
- If you do not feel you have the time or would not like to act as support for the group moving forward, that is no problem at all. We only expect that you debrief our team and potentially a future volunteer on your conversation.

## 07

### Kickstart documents

#### Kickstart Form

This is the Kickstart questionnaire form you will cover during your call with the member. The completed form is to be sent to Volunteer Services by the volunteer.

[DOWNLOAD OUR KICKSTART FORM](#)



## 08

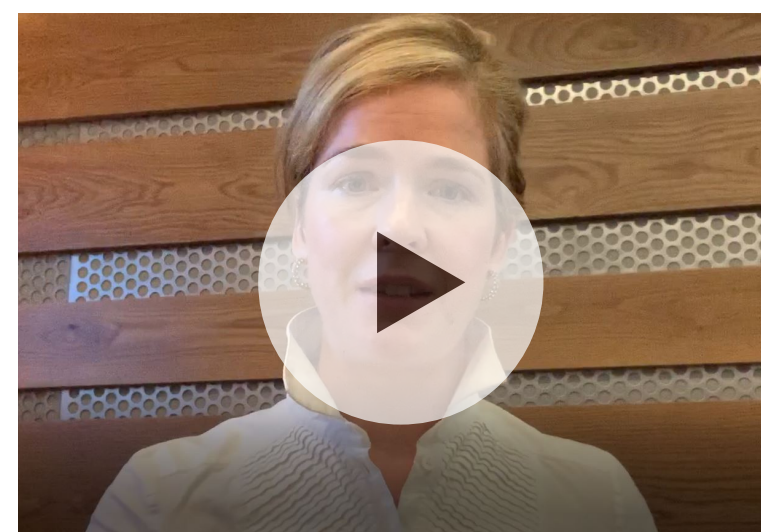
### Kickstart Ready

Once you've had a chance to review these documents, please get in touch.

 [volunteer@sported.org.uk](mailto:volunteer@sported.org.uk)

## 09

### Volunteer Feedback



Watch Sported volunteer, Yvonne Brennan share her experiences of Kickstart.