Chapter 6
Volunteers

Recommended for: Tournament Director, Volunteer Coordinator

Volunteer Position Requirements

How many people do you need?

Note: At a small, 12 Team tournament, you may not need a Field Manager. In this case, the Head Referee would assume the lead role in this area.

Assignment	12 Team Tourney	24 Team Tourney	36 Team Tourney
Total Vol. Positions	48	71	96
Total Adjusted	40	60	80

Competition Volunteers	18 Total	20 Total	24 Total
*Field Manager	1	1	1
*Head Referee	1	1	1
*Production Manager	1	1	1
Referees: 1 per ½ t.	4	4	6
Emcee/Game Announcer	1	2	2
**Field Resetter	4	4	6
Video Camera Operator (optional)	2	2	2
**Score Keeper	1	2	2
**Timer	1	1	1
Head Queuer	1	1	1
A/V Operator (DJ)	1	1	1

Judging Volunteers	11 Total	24 Total	34 Total
*Judge Advisor	1	1	1
Head Judges	0	3	3
Judge	6	12	18
Judge Assistant	1	2	3
**Judging Queuer	3	6	9

Pit Volunteers	2 Total	3 Total	5 Total
*Pit Manager	1	1	1
**Pit Runner	0	1	2
Practice Table Assistant	1	1	2

Miscellaneous Volunteers	17 Total	24 Total	33 Total
*Volunteer Coordinator	1	1	1
**Load-in/Load-out Crew	7	9	12
**Check In (Team/Vol.)	4	4	6
Information	1	2	2
Traffic Control/Guard	2	4	6
Photographer	1	2	3
Floater	1	2	3

*Lead Position in Each Area   **Position is short in duration – volunteer can do more than one job

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Volunteer Position Descriptions

What jobs need to be done?

Note: A small tournament might not use an Audio/Video Operator, a Production Manager, or video cameras. Adjust your volunteer roles so they make sense for your tournament size, venue, budget, and Volunteer support.

Competition Volunteers

Position	Description
*Field Manager	Oversees the field – go-to person and troubleshooter for field volunteers (TR)
*Head Referee	Referee Lead – in charge of the Robot Game – Training Required (TR)
*Production Manager	Produces the Ceremonies before and during the event
Referee	Officiates the Robot Game (TR)
Emcee/Announcer	Public voice of the event/play-by-play announcement of Robot Game (TR)
Field Resetter	Re-sets game table between matches; also called Field Attendant
Video Camera Operator	Works video camera at the game table to allow for audience to view game
Score Keeper	Enters data from score sheets into scoring display software for robot game
Timer	Keeps track of 5 minute blocks or the 2.5 minute robot matches
Head Queuer	Manages team traffic to and from playing field; in charge of queuing
A/V Operator (DJ)	Operates A/V (Slide shows, video, music) on the Competition floor

Judging Volunteers

Position	Description
*Judge Advisor	Judging Lead (TR)
*Head Judges	Lead in each of the three judging areas that assists the JA with deliberations
Judge	Evaluates teams in one of 3 areas: Project, Core Values, Robot Design (TR)
Judge Assistant	Assists judges – timekeeping, score running, judging sheet organization, etc.
Judging Queuer	Escorts teams to and from each judging session

Pit Volunteers

Position	Description
*Pit Manager	Pit Lead – provides information to Pit and manages Pit Volunteers
Pit Runner	Runs messages, locates teams, etc.
Practice Table Assistant	Oversees practice tables– ensures that the rules for table use are followed

Miscellaneous

Position	Description
*Volunteer Coordinator	Coordinates all of the volunteers before, during, and after the event
Load-in/Load-out	Assists with the set-up & tear-down of the event
Check In	Checks in and greets the volunteers or the teams – provides information
Information	Staffs the Information desk to answer questions
Traffic Control/Guard	Directs crowd traffic and limits access to team only areas
Photographer	Documents the event: judging, Robot Game, volunteers, teams, dignitaries
Floater	Willing to fill in when and where needed – versatile and flexible volunteer

Other Key Volunteer Lead Positions, not assigned to an area

Position	Description
Tournament Director	Oversees and is responsible for the entire tournament, under direction of FLL Partner
Technical Advisor	Oversees all technical needs, from acquisition to set up, support, and tear down at the tournament

(TR) – Pre-Tournament Training Required

Critical Volunteer Leadership

- **Key Volunteer Roles**
  - ✓ Tournament Director
  - ✓ Volunteer Coordinator
  - ✓ Judge Advisor
  - ✓ Field Manager
  - ✓ Head Referee
  - ✓ Pit Manager
  - ✓ Production Manager
  - ✓ Technical Advisor

- **Key Volunteers are volunteers who**
  - ✓ Complete pre-tournament, specialized training
  - ✓ Have critical tournament delivery skills
  - ✓ Assume leadership roles at the tournament

- **Pre-tournament Training Required of**
  - ✓ Judge Advisor – *Training and certification required*
  - ✓ Head Referee – *Training required* - videos, calls, game docs
  - ✓ Judges (all areas) – Local regional training required (check with FLL Partner); *certification required for Championships*
  - ✓ Referees – Local regional training required (check with FLL Partner)

- **Special Skills Needed of**
  - ✓ Tournament Director – Leadership and organizational skills
  - ✓ Technical Advisor – Technical knowledge and skills
  - ✓ Master of Ceremonies – Public speaking skills

Volunteer Positions: Robot Game

- Leadership
  - ✓ **Field Manager**
  - ✓ **Head Referee**

- Day of Event
  - ✓ Audio, Video Operator
  - ✓ Field Resetter
  - ✓ Game Announcer
  - ✓ Head Queuer
  - ✓ Pit Runner
  - ✓ Referee
  - ✓ Score Keeper
  - ✓ Timer
  - ✓ Video Camera Operator (optional)

Volunteer Positions: Judging

- Leadership
  - ✓ **Judge Advisor**
  - ✓ **Head Core Values Judge (optional)**
  - ✓ **Head Project Judge (optional)**
  - ✓ **Head Robot Design Judge (optional)**

- Day of Event
  - ✓ Core Values Judge
  - ✓ Project Judge
  - ✓ Robot Design Judge
  - ✓ Judge Assistant
  - ✓ Judging Queuer

Volunteer Positions: Welcome Area

- Leadership
  - ✓ **Volunteer Coordinator**
- Day of Event
  - ✓ Information Volunteer
  - ✓ Team Check In
  - ✓ Volunteer Check In

Volunteer Positions: Ceremonies Production

- Leadership
  - ✓ **Production Manager**
- Day of Event
  - ✓ Audio, Visual Operator or DJ
  - ✓ Guest Speaker
  - ✓ Master of Ceremonies
  - ✓ National Anthem Performer (per local protocol)
  - ✓ Video Camera Operator (optional)

Volunteer Positions: Miscellaneous

- Leadership
  - ✓ **Volunteer Coordinator**
- Day of Event
  - ✓ Floater
  - ✓ Photographer
  - ✓ Set up
  - ✓ Tear Down
  - ✓ Traffic Control
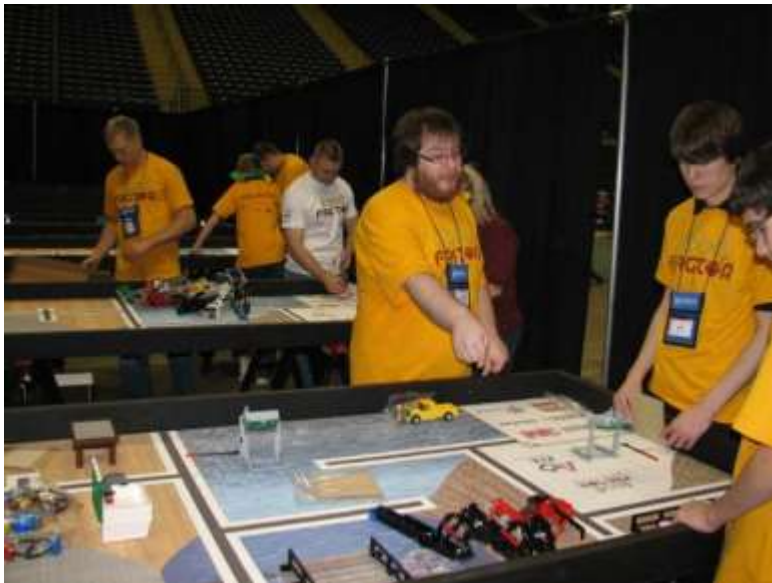
Volunteer Hierarchy

- The **Judge Advisor, Field Manager, Head Referee, Pit Manager**, and **Volunteer Coordinator** are the leaders for each of your volunteer areas and volunteer groups. These anchor positions are important because they:
  - Provide position training for event day volunteers
  - Supervise walk-on volunteers
  - Handle situations that the event day volunteer should not, such as
    - Questions beyond the ordinary
    - Requests that can't be accommodated by the event day volunteer, such as access to restricted areas
    - Angry or difficult parent, coach, participant, volunteer, or member of the public
    - Emergencies

Note: All significant incidents, injuries, or emergencies must be documented and reported to the FLL Partner!

# Situation Escalation Policy

Develop a Situation Escalation Policy

If the lead for each area (**Judge Advisor, Field Manager, Head Referee, Pit Manager, Volunteer Coordinator**) is confronted with a situation that cannot be resolved at that level, the Tournament Director should be contacted. Consider the following as a part of your policy:

- Concerns that cannot be resolved by the area lead – contact Tournament Director
- Dangerous or threatening situation – call emergency services, inform Tournament Director, and complete a Non-medical Incident Report Form
- Minor injury – contact Tournament Director and complete a Medical Incident Report Form
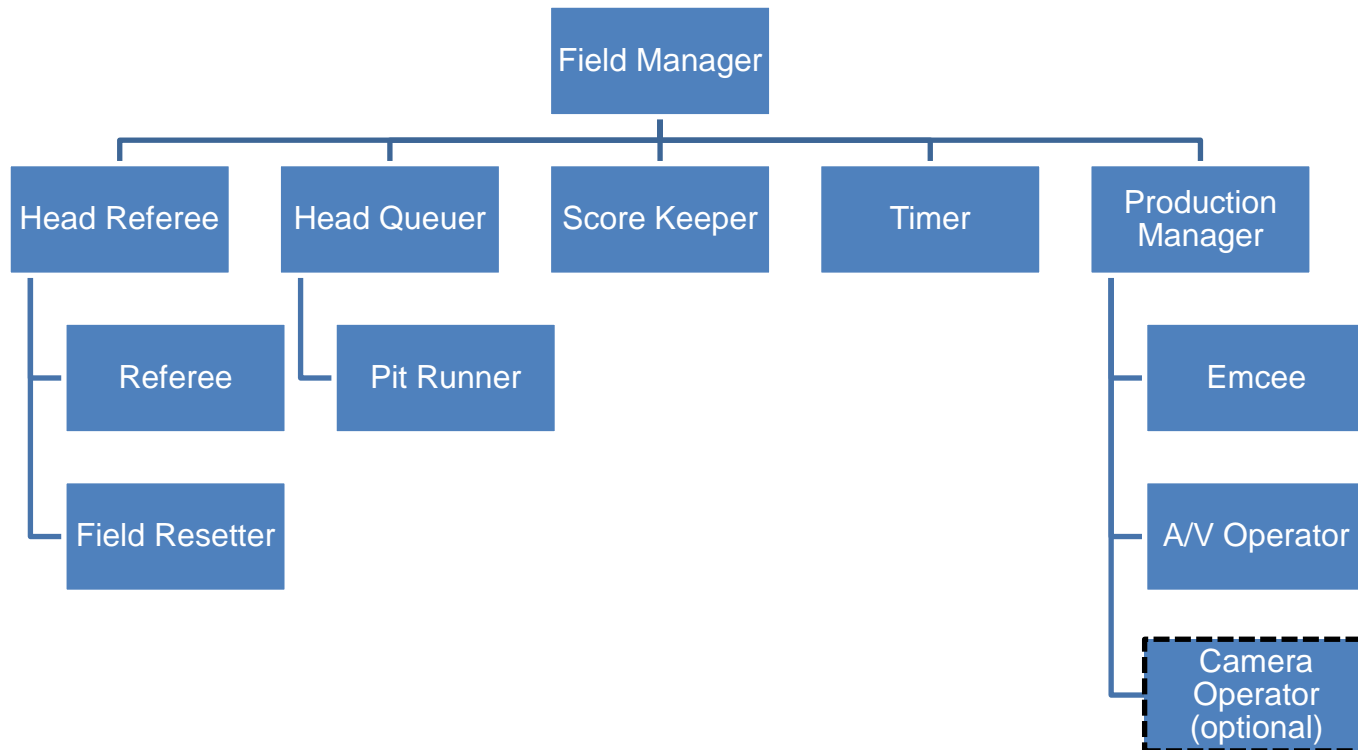- Major injury – call emergency services, inform Tournament Director, and complete a Medical Incident Report Form

It is important that no volunteer be asked to take on a level of authority that he/she is not prepared to assume!

STOP
TAKE A BREATH
Observe
Proceed

Volunteer Hierarchy: Reporting to the Tournament Director
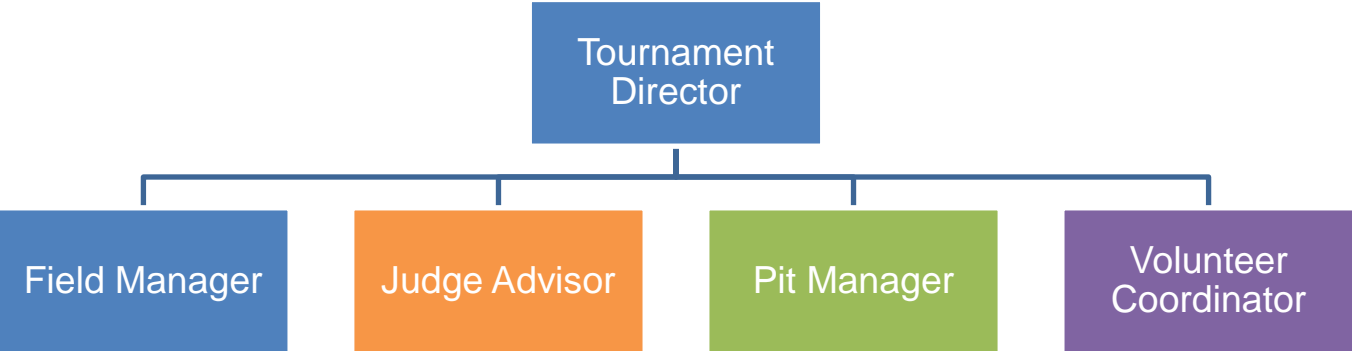
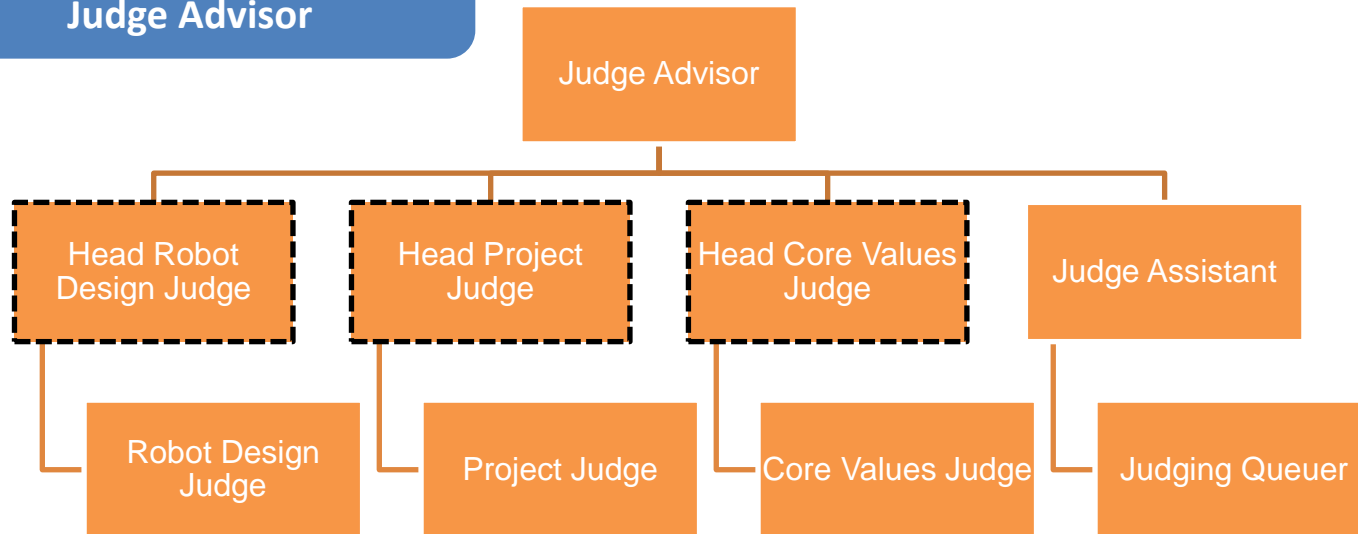# Volunteer Hierarchy: Competition Area

Volunteer Hierarchy: Judging

Note: The Head Judge role is optional. Check with your Judge Advisor

Judge Advisor

- Head Robot Design Judge
  - Robot Design Judge
- Head Project Judge
  - Project Judge
- Head Core Values Judge
  - Core Values Judge
- Judge Assistant
  - Judging Queuer

Volunteer Hierarchy: Pits & Miscellaneous
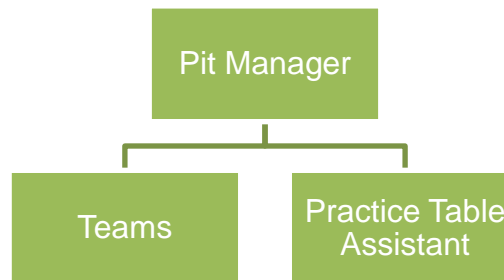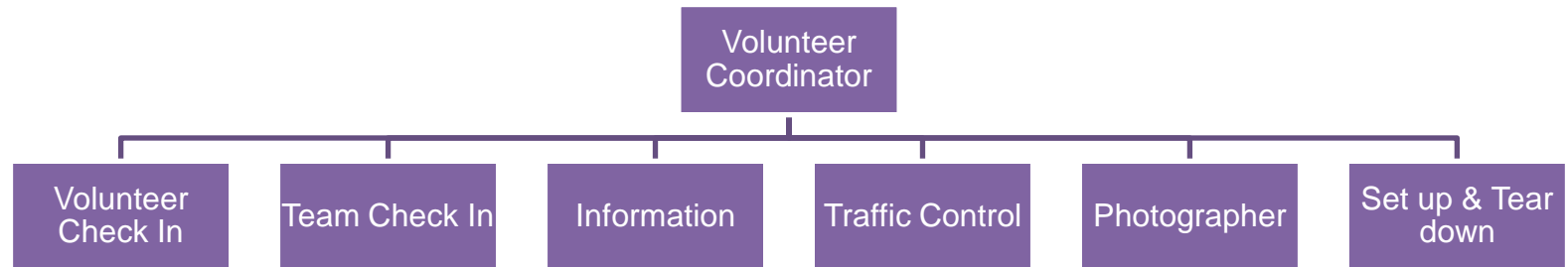
Volunteer Identification

- Your Volunteers must be identifiable at your tournament because
  - Other Volunteers need to be able to recognize Volunteers with whom they will work
  - Teams and the Public need to be able to recognize the tournament staff
- Volunteers can be identified by
  - Volunteer shirts
  - Judge shirts
  - Referee shirts
  - Sports pinnies
  - Volunteer hats
  - Volunteer access badges (name tags, lanyards)

Volunteer Recruitment: Where can you find them?

Note: Your country or region may have unique educational organizations, institutions, government agencies, etc. that could support your efforts. These are just examples.

Educational/Community Organizations

•4-H Clubs
•Boys and Girls Clubs of America
•Boy Scouts
•Girl Scouts
•YMCA

Event Sponsor Organizations

•BAE
•NI
•Rockwell Automation
•SAIC
•Time Warner Cable

Other *FIRST®* Participants

•*FIRST* LEGO League Team Members
•*FIRST* Tech Challenge Team Members
•*FIRST* Robotics Competition Team Members
•Coaches/Parents

Professional Organizations

•American Society of Mechanical Engineers (ASME)
•National Society of Black Engineers (NSBE)
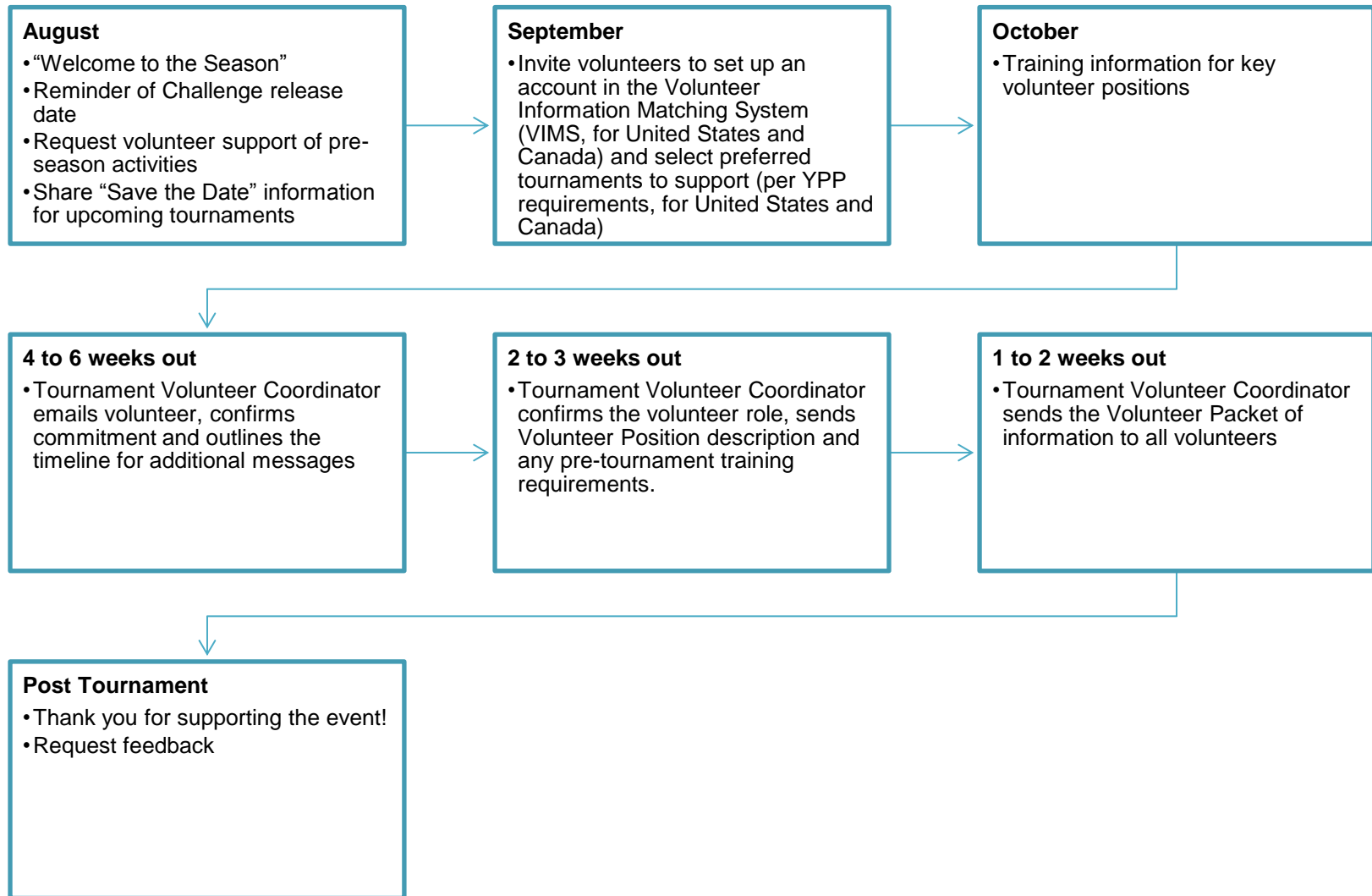•Society of Women Engineers (SWE)

Schools/Colleges

•Alpha Phi Omega – Service Fraternity
•Engineering Clubs
•National Honor Society
•Student Government

Service Organizations

• Lions Club
• MIT Alumni
• Rotary Club

Volunteer Communications Timeline

Now that you have identified your Volunteer force, stay connected with them or risk losing them to other activities.

August
- "Welcome to the Season"
- Reminder of Challenge release date
- Request volunteer support of pre-season activities
- Share "Save the Date" information for upcoming tournaments

September
- Invite volunteers to set up an account in the Volunteer Information Matching System (VIMS, for United States and Canada) and select preferred tournaments to support (per YPP requirements, for United States and Canada)

October
- Training information for key volunteer positions

4 to 6 weeks out
- Tournament Volunteer Coordinator emails volunteer, confirms commitment and outlines the timeline for additional messages

2 to 3 weeks out
- Tournament Volunteer Coordinator confirms the volunteer role, sends Volunteer Position description and any pre-tournament training requirements.

1 to 2 weeks out
- Tournament Volunteer Coordinator sends the Volunteer Packet of information to all volunteers

Post Tournament
- Thank you for supporting the event!
- Request feedback

Volunteer Retention & Recognition – Give them a Great Experience!

Before the Season

- Confirm commitment for upcoming season via Email or other communication system (Facebook, Yahoo, Google, etc.)
- In-person training opportunities – engage, thank, and provide them with drinks, lunch/snacks
- Pre-tournament Field Setup Kit build parties (for relationship building) – optional

Before the Tournament

- Communicate consistently
- Acknowledge the relationship with the individual
- Acknowledge past support and experience
- Take into account physical limitations or time constraints when making position assignments
- Engage in an open dialogue about the Volunteer's support preferences – maybe the longtime Referee wants to try Judging.
- Listen and respond to Volunteer preferences and concerns

At the Tournament

- Make the Volunteer feel welcome
- Thank Volunteers
- Create an organized and efficient check in process
- Provide meals, snacks, and drinks
- Provide Volunteer Service pins (ask your FLL Partner)
- Provide volunteer gift (optional)
  - Shirts
  - Hats
  - Small appreciation gift – key chain, etc.

After the Tournament

- Send appreciation email
- Request Tournament feedback
- Mail a Thank You letter, certificate, photo, gift, etc.
- Maintain Volunteer database to document service
- Provide an end of season social/party (optional)
- Coordinate with your FLL Partner who may have a process in place for thanking volunteers after your event

VIMS and VMS – for United States and Canada ONLY

- Volunteer Information Matching System (VIMS)
  - All of your volunteers are required to set up an account in the *FIRST®* Volunteer Information Matching System ([VIMS).](#)
  - Instruct your Volunteers to select your tournament, which your FLL Partner has added to the system.
  - Please refer to the [*FIRST* Youth Protection Program](#) for complete guidelines for working with your Volunteer group at your tournament.
  - Please work with your FLL Partner who will give you details and direction regarding the Youth Protection Clearance (YPC) requirement for all event Volunteers who are 18 years of age or older
  - All walk-on adult Volunteers and Volunteers under 18 years of age must complete a Event Volunteer Application and be supervised by a Volunteer who has Youth Protection Clearance.

- Volunteer Management System (VMS)
  - The Volunteer Management System (VMS) is a *FIRST* system that allows Tournament Directors and Volunteer Coordinators, with permission from the FLL Partner, to manage the Volunteers for their events
  - VMS will show if your Volunteer has received Youth Protection Clearance (YPD)
  - VMS allows the Tournament Director and Volunteer Coordinator to assign Volunteers to Volunteer positions within the system
  - Tournament Directors and Volunteer Coordinators can message their event Volunteers through the system
  - Check with your FLL Partner for more information

More detailed information and support material can be found
by visiting the Chapter 6 Home Page on the FLL Partner Wiki.

**This material is being developed during the FLL World Class^{SM} season.
Please check back regularly.**