



Herefordshire
Wildlife Trust

Volunteer Handbook



Welcome to the team!

"Remember that the happiest people are not those getting more, but those giving more."



“Our vision is for a Herefordshire richer and more diverse in wildlife that is valued, and cared for, by its people to the benefit of all”.

About Us

What we do

- We manage 60 Nature Reserves - that's around 530 hectares of land reserved for wildlife
- We run projects within landscapes across the county restoring habitats and protecting wildlife species
- We work with children and young people in communities and schools engaging, inspiring and educating them about wildlife.
- We run events and workshops for adults and provide professional training for volunteers and trainees.

How we do it

- We are supported by around 6,000 members from across Herefordshire and beyond.
- We are assisted in all elements of our work by our fantastic volunteers!

The Wildlife Trusts

Herefordshire Wildlife Trust is part of The Wildlife Trust movement. There are 46 Wildlife Trusts across the whole of the UK, the Isle of Man and Alderney. The Wildlife Trusts are one of the largest UK voluntary organisation dedicated to conserving the whole range of the UK's habitats and species.

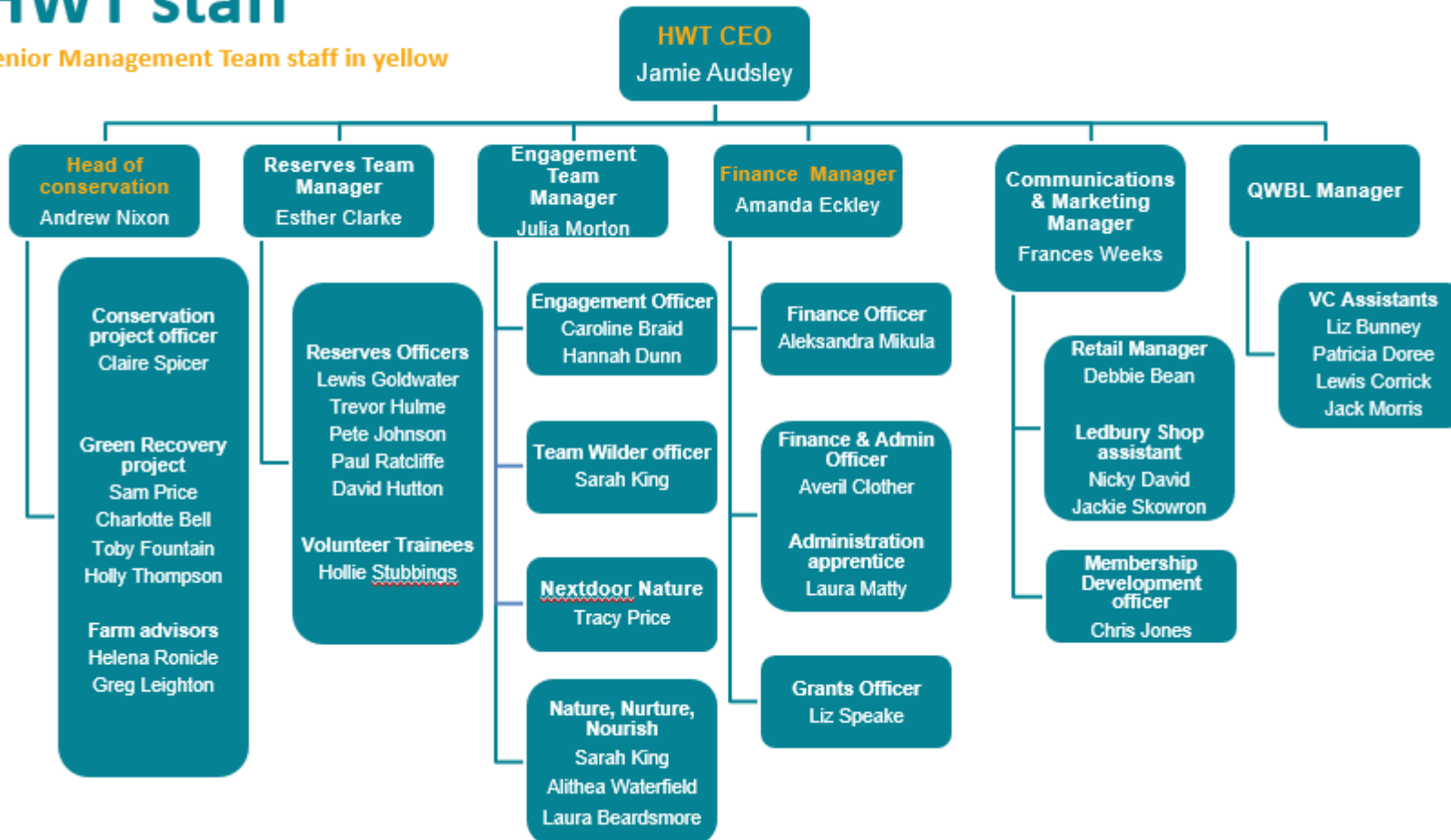
Herefordshire Wildlife Trust, along with each of the other 45 Wildlife Trusts, is an independent, autonomous charity with its own Trustees. We are a member of the Royal Society of Wildlife Trusts (RSWT) which operates as an umbrella organisation for all 46 Wildlife Trusts and helps coordinate campaigns at a national level.



Who's Who?

HWT staff

Senior Management Team staff in yellow



Volunteer Opportunities

We have many different roles for volunteers at Herefordshire Wildlife Trust. Some are very practical like our **Conservation Volunteers** or **Reserves Wardens**, others are customer facing such as our **Engagement Volunteers** and **Shop volunteers**. Below are a sample of roles across the organisation that you could get involved in. make sure you look at our website for the most up to date list including roles for specific projects.

Retail and administration

- Volunteer Shop Assistant
- PAT Tester
- Social Media Volunteer
- Administration assistant
- Data volunteer

Queenswood

- Garden Volunteer
- DIY Group
- Visitor Centre Volunteer
- Butterfly survey volunteer

Engagement

- Wildlife Watch Leader
- Nature Tots volunteer
- Wildplay volunteer ranger

Conservation

- Conservation Volunteer
- Volunteer Group Leader
- Wildlife Monitoring
- Nature Reserves Warden

Why volunteer with us?

Why do we involve volunteers at Herefordshire Wildlife Trust	What are the benefits of volunteering at Herefordshire Wildlife Trust
To help us do more for nature	Help protect and preserve wild places
To offer opportunities for people to connect with nature	Gain new skills through training and learning on the job
To help protect and conserve more wild places	Meet likeminded people and open social circles
To educate and upskill people to work in the conservation sector	Gain the positive benefits of being outdoors
To utilise skills of volunteers to aid conservation	The chance to give something back to your local area
To gain more active ambassadors for Herefordshire's Wildlife	To keep active and healthy
	Advance your career within the sector
	Provide you with a positive purpose



HWT Volunteer Quotes:

"Making a contribution in a small way to a better world"

"It gets me involved and I learn from others with more experience".

"To learn new skills and develop existing ones"

"Meeting new people and supporting an amazing charity. Making new friends"

"To gain some satisfaction from helping others, keep my skills up to date and my mind active"

"I am early retired but still fit enough to give something back from my years as a land and wildlife manager. Gives me something to do."

"To help wildlife!"

Volunteer Information

What our volunteers can expect from us:

- We aim to ensure volunteers have a good understanding of the aims of HWT and all will undergo an induction to HWT and their role
- All volunteers will have a main contact (volunteer manager) who will be in touch regularly with the volunteer to gain feedback.
- All volunteers will receive an induction to health and safety procedures and risk assessments.
- Volunteers are covered by Public Liability and Employers Liability Insurance when acting under HWT instruction but are advised to take out their own Personal Accident Insurance.
- The value of volunteers to the work of HWT will be recognised regular update events, volunteer newsletters, volunteer celebration events & socials.
- HWT will endeavour to provide training appropriate to and relevant to the tasks and duties that the volunteers will be undertaking.
- HWT will give references to volunteers who have attended regularly and over a prolonged period, if the main contact is able to do so.

What we expect from our volunteers:

- Fulfil the requirements of their volunteer role to the best of their ability
- Inform us if they do not feel they have received the guidelines and information necessary to carry out their role.
- Make sure they abide by the health and safety procedures, risk assessments and safeguarding policies outlined to them.
- Respect confidentiality of information which they may become aware of whilst volunteering for HWT.
- Be mindful that they are ambassadors of HWT in their communities.
- Treat all staff, volunteers and visitors with dignity and respect
- Advise their volunteer manager as soon as possible if they are no longer able to volunteer at a previously agreed time/day.

What's the process?

- Take a look at our volunteering opportunities on our website www.herefordshirewt.org/volunteering-opportunities. To register your interest & find out more, email enquiries@herefordshirewt.co.uk and someone will get back to you.
- You will then be invited to have an (optional) informal 'interview' to ensure we understand what it is you are looking for and help us mutually decide which opportunities will be the most beneficial to both parties. If you know which area you would like to volunteer in, just let us know and we will put you directly in touch with the right person.
- A volunteer handbook & registration form will be given to you to fill in
- When you start volunteering, your volunteer manager will provide an induction. We ask all volunteers to attend a group induction within 6 months of volunteering with us.

Code of behaviour:

- Responsible behaviour should always be demonstrated to ensure your own safety and those working with you.
- Everybody is expected to treat others with the same respect they would wish to be shown.
- No alcohol or illegal drugs are to be used when volunteering.
- Smoking is banned in all Trust vehicles and buildings. Out of consideration to other workers when smoking please keep a respectful distance.
- Please do not throw lit cigarettes or matches on site and take your litter home with you.

Holidays and sickness

We are grateful of any time that our volunteers can give us. We understand that there will be times you cannot fulfil a role due to a variety of reasons. Please try and give us as much notice as possible by letting your volunteer manager know or by emailing enquiries@herefordshirewt.co.uk

Problem solving:

We aim to ensure that your volunteering is enjoyable and worthwhile but occasionally problems do occur. If you are not happy with something, discuss it with your volunteer manager. If the problem is not resolved to your satisfaction, the next stage is to discuss it with the Volunteer Coordinator. If it is still unresolved, a Senior Manager will become involved.

Similar steps will be taken if we are unhappy with any aspect of your volunteering. In the case of any misconduct we reserve the right to end a volunteering arrangement.

Expenses:

We greatly value the work carried out by volunteers and in some cases can reimburse your out of pocket expenses; these must be agreed in advance with your supervisor. You are not automatically entitled to claim expenses.

If agreed with your volunteer manager, you may claim by completing a Volunteer Expenses Form, available from your volunteer manager. Travel expenses will be reimbursed at the prevailing volunteer mileage rate up to an agreed limit.

Volunteers under 18 years of age:

Volunteers under 18 years of age will be required to provide a signed parent/guardian consent form before being able to volunteer.

If you wish to see our safeguarding policy, please request this from j.morton@herefordshirewt.co.uk

Health and Safety

We aim to ensure the safety and wellbeing of all our volunteers. You have a duty of care for your own safety and those around you. Those who do not abide by HWT codes of practice may be suspended or excluded from volunteering. The Volunteer Coordinator and your Volunteer Leader will familiarise you with all policies and practices relevant to your work.

We carry out Risk Assessments for all our work.

Safeguarding

We all have a duty of care in regards to Safeguarding. All volunteers who will be working with children or vulnerable adults will be asked to complete a Data Barring Service (DBS) Check. All volunteers working in Engagement roles will also be asked to complete Safeguarding Training

First Aid

Volunteer Leaders will identify First Aiders and location of First Aid kits. All accidents need to be reported and entered into the accident book. Supervisors will identify the nearest hospital and access points for ambulances.

Medical information

Please inform all Volunteer Leaders of any medical conditions they may need to be aware of, it is your responsibility to do this. Please let us know if you have any medication onsite e.g. epi pen.

Insurance

Volunteers are covered by Public Liability Insurance when acting under HWT instruction but are advised to take out their own Personal Accident Insurance if they wish to.

If you are using your own car to carry out work on behalf of the Trust as part of your volunteer role your insurer may in some circumstances, consider this 'business use'. It is your responsibility to check with your insurer that you have adequate cover for any use of your car related to your volunteering.

Tools and equipment

HWT will provide the necessary training for using tools and equipment. Volunteer managers will explain how to use tools safely before using them –if you are unsure please ask.

Report any damage to tools to your volunteer manager. Only use tools where asked to do so.

Clothing and things to bring

Each volunteer opportunity will require different things to bring, you should wear clothing appropriate to the tasks you are doing. HWT can provide PPE, gloves and other equipment such as helmets or hi-vis jackets where necessary. If provided this must be worn.

Data protection & confidentiality

All personal data you disclose is kept in line with the Data Protection Act 1998. We ask you to respect other people's privacy and keep sensitive information confidential.

When volunteering you automatically agree to these policies and procedures.

Any questions or problems please contact: s.king@herefordshirewt.co.uk



Herefordshire
Wildlife Trust



“Volunteers don’t get paid - not because they’re worthless, but because they’re priceless.”

***Thank you for choosing to volunteer with Herefordshire
Wildlife Trust!***



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