



**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 more nature everywhere, for everyone”**

***Our Vision A wilder Herefordshire: more nature everywhere, for everyone***

***Our Mission To lead nature’s recovery through community action***

We are delivering this through three strategic goals:

**Nature in recovery** - Deliver nature recovery at scale through deeper collaborations

**Taking action for nature** - Deliver bolder campaigning and a greater diversity of people taking action

**Sustaining our future** – We have a diverse our income through providing services, advice and experiences

### **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**

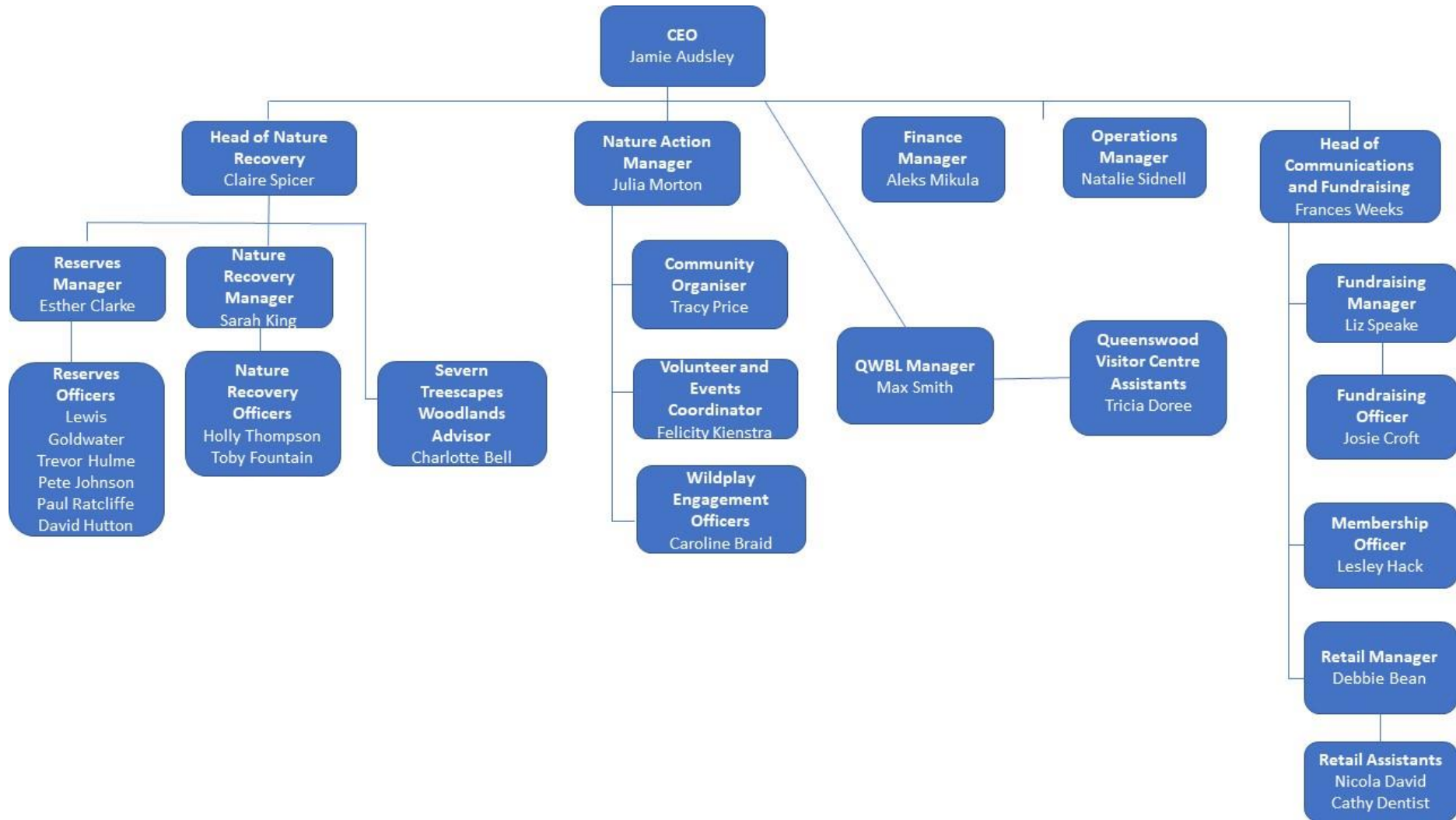
- We are supported by around 7,000 members from across Herefordshire and beyond.
- We are assisted in all elements of our work by our fantastic volunteers!

### **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.

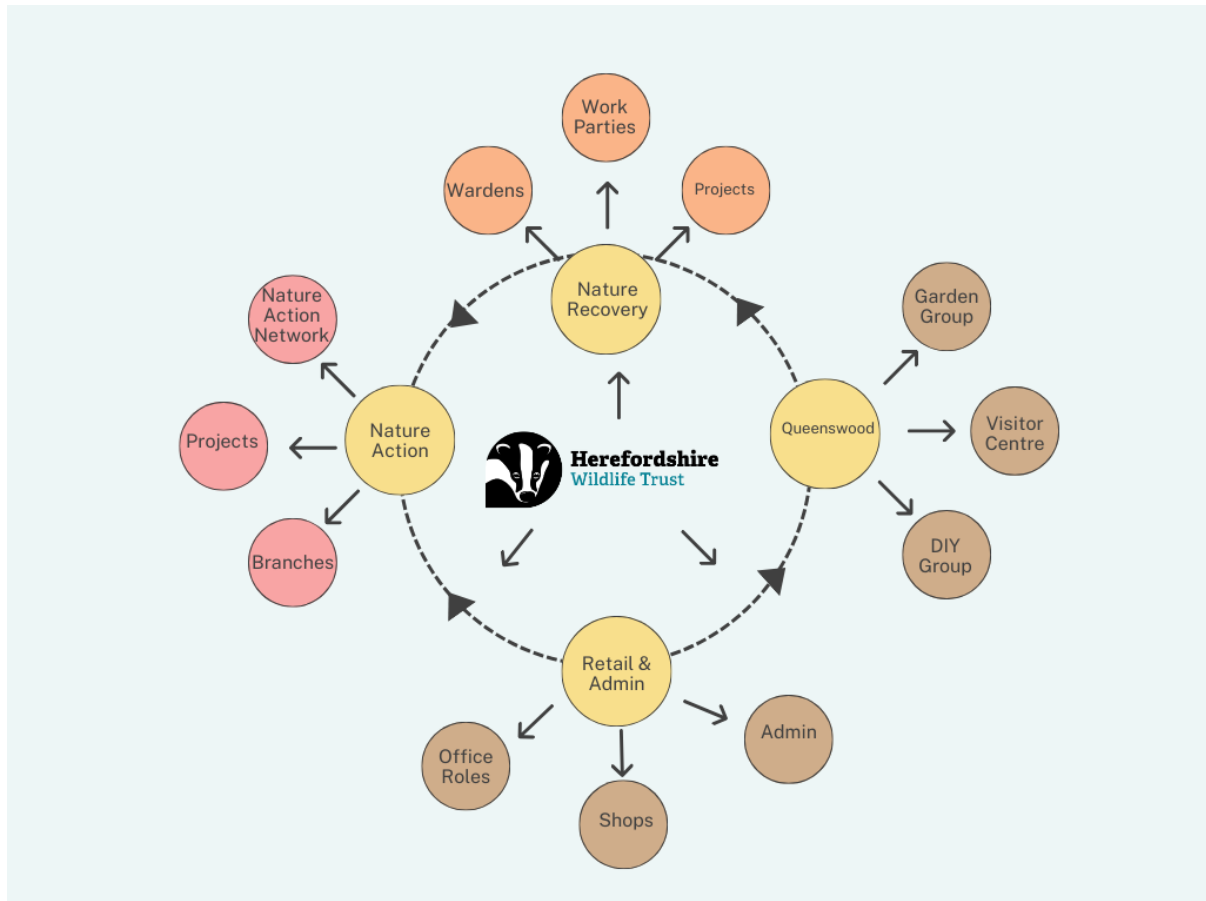
Herefordshire Wildlife Trust, along with each of the other 45 Wildlife Trusts, is an independent, autonomous charity with its own Trustees. We are a member of the Royal Society of Wildlife Trusts (RSWT) which operates as an umbrella organisation for all 46 Wildlife Trusts and helps coordinate campaigns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

## Who's Who



## 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.



### 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.

**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](mailto: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](mailto: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.

### **Working alone**

In general volunteers will complete tasks as part of a group, however occasionally it may be necessary to work alone, in particular reserve wardens may work alone. It is important to tell a friend or relative if this is the case, including where you are going and for how long. If this is not possible then your volunteer manager or other member of staff would be able to 'buddy' with you. If you will be lone working on a task across multiple hours please check in with your 'buddy' hourly.

For remote locations you should use a grid reference location or What3words (<https://what3words.com/>) to let your 'buddy' know your exact location.

#### *In case of emergency*

Both 999 and 112 work as emergency numbers

In the event of an emergency either a grid reference or a what3words location will give the emergency services a precise location to find you. You can download an app to your phone for either grid reference or what3words (information below), these apps do not require internet to work once they are downloaded.

Grid reference apps:

Android: Grid reference (Arthur Embleton)

Apple: GPS OS Grid reference



You may also like to sign up to the 999 SMS service which allows you to send a text to 999 if you do not have enough signal for a phone call or cannot safely speak on the phone. You need to register in advance for this, which can be done by texting the word register to 999.

**When volunteering you automatically agree to these policies and procedures.**

***“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**

Queenswood Country Park & Arboretum

Dinmore Hill, Herefordshire, HR6 0PY

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[www.herefordshirewt.org](http://www.herefordshirewt.org)

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