



# Event Volunteer Handbook

# Index

Introduction	Page 3
Event Volunteers	
• What is an event volunteer?	Page 3
• Duties/Responsibilities	Page 3
• Insurance and safe guards	Page 3
• Who to report to	Page 3
Gloucestershire Wildlife Trust's aims for volunteers	Page 4
Guidance and support	Page 4-5
• Representing the Gloucestershire Wildlife Trust	Page 4
• Attendance	Page 4
• Confidentiality	Page 4
• Communication	Page 4
• Claiming Expenses	Page 5
• Recording your Contribution	Page 5
• Vehicle Usage	Page 5
• Health and Safety	Page 5
Health and safety information for outdoor workers	Page 5-7
Contact details	Page 7

## Introduction

The Trust was formed in 1961 by a group of local people who had concerns about the increasing loss of wildlife in the county. The Trust has since gone from strength to strength and now has 26,500 members and up to 500 volunteers on its database. From the beginning, the Trust has relied on the vital contribution made by volunteers. The scale and diversity of volunteering provides the Trust with flexibility and a wide skills base to call upon. We hope that volunteering and the opportunity to contribute to the work of Gloucestershire Wildlife Trust will bring you enjoyment and new challenges.

## Event Volunteers

### **What is an Event Volunteer?**

Gone are the days where wildlife conservation was just about protecting areas of land for wildlife. We now realise engaging the public, creating, and feeding a love for nature is highly important to ensure a place for wildlife in the future. To engage a world which seems to be becoming detached from wildlife we run a whole host of events that aim to get people outside, having fun and learning about wildlife.

### **Duties/ Responsibilities (this is dependent on the event you are assisting with)**

- Set up and run activity stands from family art and craft, pond dipping, invertebrate hunts to wildlife quizzes.
- Work alongside membership recruitment to provide activities for families
- Support us at events including those run in the evening and on weekends through welcoming attendees, manning stands and running activities
- Assisting with fundraising at events, being there to collect donations from the sale of cake, tea etc
- Engage with children to inspire a love for nature.
- Regular event volunteers could be given a senior role and be able to set up and run events on the Trust's behalf. All necessary training will be provided
- Access to own transport maybe needed due to some events being away from transport routes. We can sometimes offer lift shares however this will need to be discussed separately.

### **Insurance and safe guards**

Volunteers are insured under our public liability insurance. Risk assessments will be completed for all activities so that potential hazards are prepared for.

### **Who to report to:**

Donna Cavill, Volunteer Coordinator will be your direct line of contact for issues or queries. You will also be signed an event leader which will vary depending on the event you are assisting with.

## Gloucestershire Wildlife Trust's aims for volunteers

- Recognise volunteering as an established area of the Trust, valuing their contributions to the Trust and their local community.
- Provide and maintain a safe and healthy environment for all volunteers and staff and to give appropriate training, induction and supervision for their welfare.
- Recruit volunteers for specific roles, matching Trust needs with volunteers' skills, knowledge and experience.
- A commitment to equal opportunities and believes for all volunteers and staff. Further details can be found in the Trusts Equal Opportunities Policy.
- Recognise Volunteer contribution to Trust and individual volunteer's motivations within the scope of the Trust's needs and resources.
- Appreciates that all offers of help should be acknowledged, but realises that not all offers can be taken up.
- Ensure all volunteers are trained correctly so that they can carry out their role to best effect.
- Committed to implementing and improving standards and best practice for the management and resourcing of voluntary activity by carrying out an annual Volunteer Investment and Value Audit.
- Look for new opportunities for volunteers to become involved in the work of Gloucestershire Wildlife Trust.

## Volunteering Guidelines

As a volunteer you have a designated member of staff or fully-trained volunteer to guide and advise you in your role. Your role description names that person and you should try to have regular contact with them. We also aim to hold at least one social event for all volunteers each year. This is an opportunity to meet other volunteers and Trust staff.

A Volunteers Coordinator is also available to give advice, information and support and to deal with any complaints by or about volunteers.

### Representing the Gloucestershire Wildlife Trust

As a volunteer you are an important ambassador for the Trust and should always try to represent its best interests. Volunteers are often seen as "the face" of the Trust and offer the first point of contact for many members of the public who are potential new Trust members and supporters. It is therefore important when representing the Trust that anything you do say to the public reflects the aims, objectives and visions of the Trust. Training will be provided if you are in a public speaking role. If you are ever asked a question you are not sure about, please refer it onto a member of staff. You can also find a brief overview of our aims in the Trust's Strategic Plan, which can be found on our website, on our [who we are page](#)

### Attendance

Attendance is not compulsory in voluntary positions however it is important to inform us if you cannot attend so that alternative arrangements can be made. Some projects will need regular commitment from volunteers if you feel you can only offer ad-hoc volunteering please let us know as we can offer other opportunities. The Trust realises that volunteers can decide to leave their voluntary position at any time. If you feel unable to continue volunteering for the Trust, we would be grateful if you could let us know as soon as convenient. Likewise, we will inform you if we can no longer make good use of your contribution.

### Confidentiality

As a volunteer you may be party to information about other volunteers, Trust members or information which is not in the public domain. This information must be kept confidential at all times and not be misused. If you are unsure, please ask your supervisor. Where needed, we can provide data protection training.

### Communication

It is vital to ensure that such a large organisation works effectively. Trust staff aim to keep volunteers informed of current developments within the Trust and of any matters which affect volunteer roles on a regular basis. We have a monthly volunteer e-newsletter, sent out to all registered volunteers and contains important information for volunteers about the Trust, including upcoming events, potential training

opportunities, volunteer stories and new volunteer roles. Please do take the time to read this publication! Your assigned supervisor will also provide you with regular updates about the Trust.

### **Claiming Expenses**

All volunteers can claim out-of-pocket expenses which must be agreed with your supervisor when you start volunteering. This includes claiming mileage for travel to and from your place of volunteering (up to a 40 mile round trip at 35p per mile). You are asked to complete a Volunteer Expenses Form and submit this to your supervisor for authorisation on a monthly basis.

### **Recording your Contribution**

Your contribution to the work of the Trust is greatly appreciated. In order for us to allocate resources to volunteers and the work that is carried out, it is helpful to know the amount of time you spend volunteering. While out on site with us we will ask you to sign the risk assessment. This not only gives you the opportunity to read the risk assessment but allows us to record your volunteer activity. For those volunteers not part of a practical group, we will instead ask you to complete a record of your hours through the Volunteer Hours Form or by completing our quarterly online volunteer hour's survey.

### **Vehicle Usage**

Gloucestershire Wildlife Trust has a limited pool of vehicles which may be available for use by volunteers for certain tasks. Volunteers who wish to use a Trust vehicle should ask their supervisor for further information. Any person who drives a Trust vehicle must submit a copy of their driver's license for inspection, have an acceptable claims and conviction record and sign a copy of the Trusts vehicle policy.

### **Health & Safety**

In terms of health and safety, there is no difference between a paid member of staff and a volunteer. The Trust is committed to providing a safe working environment and will provide appropriate instruction, supervision and training to ensure the health and safety of its staff, both paid and unpaid. As a volunteer, you have a duty of care for your own safety and that of others around you.

You should always ensure that your own actions do not affect the safety of other volunteers and staff with whom you are working. You should always report any defects to equipment or any accidents that have occurred, to your supervisor.

## **Health and Safety Information for Outdoor Workers**

**This information must be read and understood by all parties carrying out outdoor work on Gloucestershire Wildlife Trust Nature Reserves or at events, and should be read before arriving on site.**

### ***First Aid***

- Make sure that you know the location of the First Aid Box and mobile phone.
- The task leader or another nominated person will be qualified in first aid.

### ***Protective Clothing***

- Strong boots or Wellingtons, preferably steel toe-capped, must always be worn.
- Always have a waterproof jacket with you on site.
- In winter: - wear warm clothing in plenty of layers rather than thick bulky items, as these restrict movement.
- In summer: - wear lightweight, practical clothing but not loose fitting, with a hat to protect from strong sun, and wear sun screen.
- Always tie back long hair and remove loose jewellery.

### ***General Health***

- Always inform the task leader if you have any allergies or conditions such as asthma.

- Never overwork yourself. Always remember you can do as little or as much work as you feel able to do. Take frequent breaks and do not allow yourself to get too hot or cold.

**Outdoor diseases**

The following are conditions which may be contracted whilst working in the countryside. Simple precautions will ensure that you are not put at risk. The task leader will inform you should there be a risk present on the site you are working.

- Tetanus can be contracted through a dirty wound. Ensure that you are up to date with your tetanus immunisation and check your suitability for the injection with your doctor.
- Weil's Disease can be contracted through water in rivers, ponds and ditches. Always ensure that you wash your hands thoroughly before eating and keep cuts covered.
- Lyme Disease can be passed to humans by ticks which live on sheep or deer. Try to keep skin covered when working in areas where these animals are found.

These diseases are very uncommon and there are no known cases of conservation volunteers contracting any of the above.

For further information on these and other diseases which can be contracted whilst working in the countryside, please obtain a copy of the Health and Safety Strategy.

***It is very important to take advice from the task leader and always ask if you are unsure about anything.***

***The above guidelines are for safe working practices and must be observed at all times.***

**Practical conservation**

If you decide to undertake a more practical role please read the following guidelines and refer to the "Using Hand Tools" guide which can be found on our [current volunteers](#) page on our volunteering page of the website

- Every tool has a specific use and must only be used for what it is intended. Using tools in the wrong way can be dangerous to yourself and other workers.
- Please read the booklet "Using Hand Tools" before starting work.
- Power tools such as brush cutters may only be used on production of the relevant certification and with prior permission from Trust staff.

**General Risk Assessments**

Hazard	Action required
Weather conditions	Hot and cold drinks will be on sale, volunteers advised to dress in warm clothing. Weather will be monitored in the morning of the event, if extreme weather predicted event may be cancelled
Slips, trips, falls & uneven surfaces	All volunteers will be advised that due to recent heavy rainfall the park is very muddy and slippery. Caution must be taken when walking around. Volunteers are also advised to watch out for trip hazards, uneven ground and low branches
Low branches	Inspection done in the morning of the event of the immediate event area. Volunteers advised if walking around the park to keep an eye out for low branches
Heavy lifting	Always use correct technique.
Public highway/traffic	Volunteers are advised to be cautious when walking around the car park area. Cars will be monitored to ensure everyone is driving at a sensible speed.
Specific	Lyme disease can be contracted through tick bites. Volunteers advised

diseases: Lyme disease Weils disease	to: wear a long-sleeved shirt, tuck trousers into socks, use insect repellent, check for ticks after the event.  Weils disease can be contracted through water. Volunteers advised to: Wash hands after entering water or ditches, keep cuts and grazes covered.
Small objects / craft materials. Risk of small children swallowing	Parents should keep small craft objects away from younger children. Volunteers and staff manning craft areas should keep an eye on this.
Cuts from scissors	Advise safe use of tools to volunteers and volunteers and staff pass this on to the public. Children should supervised by parents when using scissors.

### Contact details

Donna Cavill  
Volunteer Coordinator

Gloucestershire Wildlife Trust,  
Robinswood Hill Country Park,  
Reservoir Road,  
Gloucester,

Gloucestershire  
GL4 6SX

Email [donna.cavill@gloucestershirowildlifetrust.co.uk](mailto:donna.cavill@gloucestershirowildlifetrust.co.uk)

Phone 01452 383333

Mobile 07785 350827

Direct Line 01452 383333 extension 126