



RIVER HOLME
CONNECTIONS



Volunteer Handbook

January 2024





Welcome and about us

We are River Holme Connections (RHC) and our goal is to make the River Holme a better place for people and wildlife.

We would like to take this opportunity to welcome you as a volunteer with River Holme Connections. We hope you find your volunteering experience enjoyable and rewarding.

This handbook explains all you need to know about being a River Holme Connections volunteer and will be your induction.

Any policies or procedures referred to in this document can be viewed in the office. If you would like this handbook in a different format or have any questions or queries then please contact the office on 01484 661756 or email admin@riverholmeconnections.org.

You can read more about us and our work by visiting our website www.riverholmeconnections.org and checking out our social media including Facebook, X (formerly Twitter), Instagram and YouTube Channel.

Our charity simply could not function without the help and support of our dedicated volunteers. You are the very heart of our charity.



What we expect from our volunteers

To adhere to our policies and procedures relevant to your volunteering role. **This will form part of your volunteer induction.**

To observe our health and safety measures put in place to protect you and others.

To carry out any training or DBS checks as required for education volunteers.

To treat people with respect, courtesy and fairness. Be mindful of your status as a representative of River Holme Connections in your community.

To ensure that no illegal or criminal misuse of River Holme Connections' assets takes place.

To respect confidentiality of information which you may become aware of whilst volunteering for River Holme Connections.

To notify the task leader of any problems.

To not act in a way that might endanger anyone.

And, to enjoy the experience!

What you expect from us

To provide a volunteer induction.

To provide you with a supporting and rewarding experience.

To provide any personal, protection equipment required for the task.

To treat everyone with respect, courtesy and fairness.

To address any problems relating to volunteering you may have.

To recognise and thank you for your contribution.

To handle all volunteer data confidentially, securely, properly and in accordance with the law.



What you need to know

Insurance

Our volunteers are covered by our insurance whilst out volunteering with us. To be covered you must be carrying out the task given to you and be following any health and safety measures provided at the start of the activity.

Induction

All new volunteers will:

- Read this handbook prior to volunteering
- Read the RHC website www.riverholmeconnections.org for information on current projects and organisation structure.
- Complete an induction with the task leader.
- Ask the task leader any questions.

Health and safety

River Holme Connections is committed to the health and safety of our volunteers. Volunteers will be provided with all appropriate information, training and equipment they need to remain safe.

Equality, diversity and inclusion

Equality, diversity and inclusion are central to everything we do. River Holme Connections is committed to promoting equality, diversity and inclusion, will not discriminate against anyone and will not accept behaviour that contradicts this.

Problem Solving

If you have any problem whilst volunteering, no matter how small, please inform the task leader. It is important you tell us as soon as possible. If you have a complaint about the task leader, please contact the trustee responsible for HR by emailing admin@riverholmeconnections.org. Our complaints procedure will be followed.

Support

River Holme Connections will ensure that volunteers are properly supported to carry out their volunteering.

Representing RHC

RHC staff will be responsible for talking to any external bodies during volunteer tasks e.g. school teachers, community groups, leaders and businesses. Any queries directed to volunteers/trustees should be directed to the RHC member of staff responsible for leading that task.



What you need to know

Expenses

We will pay expenses for all activities that form part of the volunteering role, providing funding is available. Please let the task leader know if you have any expenses and hand receipts to them or email receipts following the task.

Recognition

River Holme Connections will endeavour to recognise the contribution of volunteers wherever appropriate.

Timesheets

We record all volunteer hours and use this information for our annual report and for applying for funding. The task leader will record this information for you. If you are a riverfly volunteer, please record your volunteering hours and submit these to admin@riverholmeconnections.org on a monthly basis.

Personal Protection Equipment (PPE)

All PPE will be provided at the start of the task. Please dress suitably for the nature of the volunteering task and weather.

Specific Volunteering

Some volunteers are qualified to carry out specific tasks such as Japanese knotweed treatment. The task leader will instruct these volunteers at the time.

Medical Conditions

It is important to let the task leader know of any medical conditions including allergies, diabetes, angina and epilepsy.