

Rivertime Boat Trust

Volunteering Policy

January 2018

Review Date: January 2019

Introduction

Rivertime Boat Trust's vision is to:

To inspire disabled and disadvantaged adults, children and young people to develop a long term involvement with the river and accessible water sports by encouraging other like-minded people to develop the 'Rivertime' concept along the length of the River Thames and across the UK.

Rivertime Boat Trust' mission is:

To develop relationships with like-minded people to develop the 'Rivertime' concept along the length of the River Thames and across the UK to enable disabled children and young people to develop a long term involvement with the river and enjoy accessible water sports.

Rivertime Boat Trust's values are:

To INSPIRE disabled and disadvantaged adults, children and young people to develop a long term involvement with the river

Inspirational

We inspire disabled and disadvantaged adults, children and young people to develop a long term involvement with the river and accessible water sports

Nurturing

We nurture disabled children and young people to become successful adults who will impact positively on their local community

Supportive

We provide a safe, supportive, vibrant and stimulating environment

Passionate

We encourage a passion for the river and accessible water sports

Innovative

We are an innovative charity committed to ensuring that the 'Rivertime' concept is replicated across the UK

Respectful

We are a highly inclusive charity, respect all cultures and beliefs and have a strong sense of community

Egalitarian

We believe in the principle that all people are equal and deserve equal rights and opportunities

In line with its Vision, Mission and Values Rivertime Boat Trust seeks to involve volunteers to:

- ensure our services meet the needs of our clients
- provide new skills and perspectives
- increase our contact with the local community we serve

Principles

This Volunteering Policy is underpinned by the following principles:

- Rivertime Boat Trust will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to Rivertime Boat Trust's work
- Rivertime Boat Trust does not aim to introduce volunteers to replace paid staff
- Rivertime Boat Trust expects that staff will work positively with volunteers and, where appropriate, will actively seek to involve them in their work
- Rivertime Boat Trust recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.

Practice guidelines

The following guidelines deal with practical aspects of the involvement of volunteers. More detailed information, including copies of the various documents referred to, is provided in the Rivertime Boat Trust's Volunteers Handbook.

Recruitment

All prospective volunteers will be interviewed (usually by the Operations Director or the Senior Skipper) to find out what they would like to do, their skills, suitability and how best their potential might be realised.

Volunteer agreements and voluntary work outlines

Each volunteer will have a volunteer agreement establishing what Rivertime Boat Trust undertakes to provide them. In addition they will agree to a written outline of the specific work they will be undertaking. Neither of these documents is a contract; Rivertime Boat Trust has no intention of creating a contract with any volunteers. Each volunteer will also receive a Volunteers Handbook.

Induction and training

All volunteers will receive an induction into Rivertime Boat Trust and their own area of work. Training will be provided as appropriate.

Support

All volunteers will have a named person as their main point of contact (usually the Operations Director or the Senior Skipper). They will be provided with regular supervision to feed back on progress, discuss future development and air any problems.

The Volunteer's voice

Volunteers are encouraged to express their views about matters concerning Rivertime Boat Trust and its work to the Operations Director.

Insurance

All volunteers are covered by Rivertime Boat Trust's insurance policy whilst they are on the premises or engaged in any work on Rivertime Boat Trust's behalf.

Health and safety

Volunteers are covered by Rivertime Boat Trust's Health and Safety Policy, a copy of which is in the Volunteers Handbook.

Equal opportunities

Rivertime Boat Trust operates an Equal Opportunities Policy in respect of both paid staff and volunteers. A copy is in the Volunteers Handbook. Volunteers will be expected to have an understanding of, and commitment to, our Equal Opportunities Policy.

Problem solving

RBT aim to identify and solve problems at the earliest possible stage. A procedure has been drawn up for dealing with complaints either by, or about, volunteers. A copy of the procedure is included in the Volunteers Handbook.

Confidentiality

Volunteers will be bound by the same requirements for confidentiality as paid staff.

Data Protection

The information you have provided to the Rivertime Booking System will be used by the Trust for purposes only in connection with the operations of the Rivertime Boat Trust, which includes communicating by post, telephone and email. It will never be disclosed for marketing purposes. The data is stored on a secure web server at www.rivertimebookings.org.uk and is password protected. It may be provided to officers of the Trust and other volunteers on the Booking system website, by email, or by telephone when it is needed to arrange trips and facilitate the operations of the Trust.

You may check the information about you held in the system by logging in and choosing 'Update My Details'. PDF lists of volunteers' names and addresses are also

available from the Volunteers' Menu of the bookings website. If you cease to be an active volunteer of the Trust, your name will be retained in the system to ensure the correct display of historic trip details, but other details such as email address and mobile phone number will be deleted from the system within 28 days.

Enquiries about the data that the Trust stores about you should be addressed to skipper@rivertimeboattrust.org.uk You have a right to complain to the ICO if you believe there is a problem with the Trust's handling of your data.