

Rivertime Boat Trust

Volunteer Policy

Reviewed February 2020 by Lucy Herbert

Next review February 2021

Introduction;

The Rivertime Boat Trust rely upon their skilful team of volunteer. They make a huge difference to the charity, which would not exist without them.

Volunteering for RBT can introduce you to new experiences and new groups of people. You will be part of a team and will have the opportunity to add to your skills and experiences while learning from others and meeting like-minded people.

All volunteers will follow the Vision, Mission and Values set out by the charity to help reach their aims of; ensuring services meet the needs of our users, providing new skills and perspectives and increasing contact within the local community.

RBT will ensure volunteers are integrated into the organisational structure and that mechanisms are in place for them to contribute to Rivertime Boat Trust's work. RBT recognises that volunteers require satisfying work and personal development and will help them meet these needs. Volunteer involvement in this organisation does not replace or devalue the role of paid staff.

Ways in which you can get involved;

We want you to enjoy volunteering and there are lots of ways to get involved. If you have time on your hands and skills in the following areas, please get in touch by filling out a volunteer application on our website;

Helming

Crewing

Boat maintenance

Experience working with disability groups

Experience working with the young or elderly

Primary or secondary school teaching experience

Event management and fundraising

Social media and marketing

Meet and greet at events

Recruitment;

Due to the nature of our work, potential volunteers will be interviewed for suitability. Successful applicants may require a DBS check.

Crew and skippers will require a certain level of fitness and manoeuvrability. Volunteers are expected to be up to date with what is required in terms of policy and procedure, communication and the Legal responsibilities involved with the carrying of passengers. It is the responsibility of the volunteers to declare any reasons why they cannot perform the duties and responsibilities required when working for RBT.

RBT provide induction training and annual refresher training for crew and skippers. To maintain a high level of professionalism, all volunteers are required to carry out a minimum of 8 trips between May – October.

All Skippers hold the Inland Waterways Helmsman Certificate and RYA First Aid certificate as advised by the MCA / IWSPBC

The Volunteer's voice;

Volunteers are encouraged to express their views about matters concerning RBT 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 the RBT Health and Safety Policy, a copy of which is on the website

Equal opportunities;

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

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 is on our website

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 RBT, 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 booking's 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