

# Rivertime Boat Trust Policies

## Volunteering for us

Created - February 2021 – LH

### Introduction

The Rivertime Boat Trust (RBT) rely upon their skilful team of volunteers. 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 promote our objective to meet the requirements of our clients and ensure that all those aboard have a really memorable experience in our specially built boat.

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

If you have time on your hands and skills in the following areas, please get in touch by filling out a volunteer application form on our website or emailing [skipper@rivertimeboattrust.org.uk](mailto:skipper@rivertimeboattrust.org.uk)

- 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, safeguarding, communication and the legal responsibilities involved with the carrying of passengers. It is the responsibility of the volunteers to self-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

### **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](http://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](mailto: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.