

**Volunteer  
with us**

**INVESTING IN VOLUNTEERS**  
BUDDODDI MUNDOL  
INVESTORS



# Volunteer Handbook

# Welcome

**Thank you for choosing to volunteer with the Groundwork North Wales Group of organisations. We want to make sure our volunteers feel valued, understood and proud to be part of our organisation.**

This pack is here to explain the things you need to know about volunteering with us and to help you get the most out of it. We hope you find it helpful. If you'd like more detailed information on any of the subjects covered, please speak to your main contact, they'll be more than happy to help you.

**Thank you once again for deciding to volunteer with us.**

**We have a wide variety of interesting and rewarding opportunities whether you are looking to meet new people, learn new skills, gain work experience or simply want to give a few hours a week to a good cause.**

Our varied range of volunteering opportunities includes both indoor and outdoor roles so there's something for everyone, no matter what your level of experience, across our range of sites.



**To find out more visit**

[www.groundworknorthwales.org.uk/volunteering](http://www.groundworknorthwales.org.uk/volunteering)

call 01978 757524

or email [info@groundworknorthwales.org.uk](mailto:info@groundworknorthwales.org.uk)

## About the Groundwork North Wales Group of organisations



**NORTH WALES**  
**GOGLEDD CYMRU**

Charity Number: 1004132

Groundwork North Wales Group supports communities in need. We help people and organisations make changes in order to create better neighbourhoods, increase biodiversity, build skills and job prospects and live and work in a greener way.



Charity Number: 1093176

**Wild Ground:** Where we run and manage nature reserves in North East Wales working to engage, inspire and enthuse local communities to act together to protect wildlife, and enhance habitats and eco-systems.

**We have 3 partner organisations**



Charity Number: 1080838

**Refurbs:** Our recycled furniture showroom where we help households with low incomes furnish their homes for less and also provide training and volunteering opportunities for people facing challenges such as health issues or long term unemployment.



Charity Number: 1161628

**Pedal Power/ Cycling 4 All:** The all ability cycling service at Alyn Waters Country Park, where we enable people with disabilities and those in poor health to experience the enjoyment, fun and therapy of cycling.

# OUR COMMITMENT TO OUR VOLUNTEERS

## We want our volunteers to be fully informed

- About the Groundwork North Wales Group and what we do
  - Who will be your main contact (Volunteer Lead)
  - About the tasks you are being asked to undertake
- 

## We want our volunteers to be fully prepared for their role

- You will receive a comprehensive induction
  - You will have training opportunities supporting your volunteering activity and personal development
  - You will receive appropriate support and supervision
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## Volunteers will be consulted on:

- The tasks you are asked to do and how they will be achieved
- Any decisions affecting your volunteering
- Any changes to your Volunteer Lead / main contact within your area of work

## Volunteers will be safe through

- Our risk assessment and management practices
  - Our offer of training support and supervision
  - Relevant and adequate insurance cover for activities
- 

## Volunteers will not be out of pocket

- We will supply the necessary tools and materials
  - We will pay out of pocket expenses
  - We will provide necessary PPE
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## Volunteers are valued

- Through acknowledgement in our annual report, newsletters, online and other marketing publications
- Through acknowledgement of achievements through awards and certificates
- By being appreciated and thanked for your support

# STARTING YOUR VOLUNTEERING

Here is a quick guide to how our volunteer process works.

- We'll send you a volunteer application pack and refer you to the area within the Groundwork North Wales Group that you are interested in.
- We'll ask you to come for an informal interview and to chat about the available roles and opportunities to make sure we find the right opportunity for you.
- Before you start you will have an induction, and if necessary any training; so that you feel ready to start your volunteer role.

## Induction and Training

All our volunteers get a full Role Description and a copy of our **Volunteer Agreement**. This will be personal to you and the project that you are volunteering on. This agreement is binding in honour only and is not intended to be a legally binding document and may be cancelled at any time.

We will also provide full details of all the necessary contacts and what procedures to take in the case of an emergency.

## Travel Expenses

We want everyone to be able to access volunteer opportunities and therefore we reimburse expenses incurred in travelling to and from your place of volunteering or in the course of volunteering. Claims for expenses must be received by the 16th of each month; please ask your Volunteer Lead to set up your claim process.



## Health & Safety

Volunteers are expected to comply with the Groundwork North Wales Group Health and Safety at Work Procedures. This means that you must always act with regard for your own health & safety and the safety of others around you and those who may be affected by your direct actions. In addition, you must adhere to any health and safety rules and regulations in place. Here are some important points regarding health and safety:

- Smoking is prohibited on all Groundwork North Wales Group sites of work. Your Volunteer Lead will inform you of designated smoking areas when you arrive on site.
- Fire exits and location of fire extinguishers will be pointed out by your main contact upon arrival on site.
- The Appointed First Aider will be identified to volunteers on site and in case of an accident, they will be aware of who needs to be informed.
- Lone working is only permitted if agreed with your Volunteer Lead and suitable timeframes and contact check times will be set up and established. A buddy system is in place to ensure volunteers have a point of contact at all times.

## Data Protection & GDPR

The information we hold about you is regulated by the Data Protection Act 1998. We follow the principles of good practice in the security and processing of data and do not transfer to third parties. In processing your application we will only share your information with those people directly involved in your recruitment and coordination.

## Policies and Procedures

Many of the areas we touch on in the handbook are supported by our policies. If you have any concerns or wish to see our policies, please speak to your Volunteer Lead.

## Reporting Incidents

Your Volunteer Lead will have completed a Health and Safety Risk Assessment on the site you are working on. If an incident occurs, report this to your Volunteer Lead immediately, ask for an incident report log and ensure you record all relevant information. This should include:

- **Location**
- **Time incident occurred**
- **People involved and what has occurred**
- **Who you reported the incident to**
- **What action was taken**

Give the incident report log to your Volunteer Lead and they will ensure this is dealt with in the correct manner and timeframe.

Your Volunteer Lead will report back to you and depending on the seriousness of the incident you may be requested to attend an interview to discuss the incident further.

## Confidential Information

In the course of carrying out voluntary activities, you may hear information which is confidential. The importance of discretion cannot be overemphasised. If you are unsure about whether you should disclose information which you think may be confidential, please ask your Volunteer Lead.



## Equal Opportunities

We are committed to equal opportunities and believe that volunteering should be open to all regardless of race, colour, ethnic or national origin, religion or belief, political opinion or affiliation, marital status, sexual orientation, gender reassignment, age or disability.

We ask that you always treat staff, supporters and fellow volunteers with respect, consideration and appreciation.

### Equal opportunities mean we will:

- Treat you fairly at all times
- Challenge and remove any unfair barriers that stand in the way of your progress
- Value and respect you as an individual
- Ensure you have the right to contribute to the organisation and achieve your full potential
- Give you our full support should you need to raise any concerns or challenge any unacceptable behaviour

## Performance and Complaints

All volunteers have the right to raise concerns. If you have any, please speak to your Volunteer Lead or refer to the External Complaints Policy in your induction pack.



## Volunteer Agreement

The Volunteer Agreement is our way of communicating the standards of behaviour and performance that are expected from volunteers. If you are unsure about any aspect please ask your Volunteer Lead.

## Customer Service

All volunteers can assist us in delivering the highest standard of service to all our customers. We aim to provide an individual and personal service, delivered in a prompt, honest and courteous way. We strive to understand our customer's needs and look after them in an enjoyable, friendly and caring environment.

## Sickness or Cancelling Volunteering

Please try to keep to the arrangements you have made with your Volunteer Lead. If you expect you will be late or unable to attend, please contact your Volunteer Lead as soon as possible in order to eliminate concerns regarding your absence.

## Alcohol & Drugs

You should not volunteer while under the influence of any substance, including alcohol or illegal drugs. If you take medication that could affect your ability to volunteer, please inform us right away.

## Evaluation and Suggestions

Your feedback is appreciated and is really helpful in developing and improving our service. We love to hear your individual stories and encourage you to write about your volunteer experiences so we can share them. Our feedback form can be downloaded from the website [www.groundworknorthwales.org.uk/volunteering](http://www.groundworknorthwales.org.uk/volunteering)

## Groundwork North Wales Website - [www.groundworknorthwales.org.uk](http://www.groundworknorthwales.org.uk)

This will also be a source of useful information, showing the latest updates on projects, events and volunteer opportunities. The website will also give you access to any current vacancies we are recruiting for.

## Job Vacancies

As a volunteer, you can apply for internal and external vacancies. See our website or ask your Volunteer Lead.



We look forward to working with you in the future.



NORTH WALES  
GOGLEDD CYMRU



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