Volunteer Handbook – updates

Due to our ongoing review of volunteering procedures to ensure that our volunteers have the best possible experience while undertaking tasks with us there are a few additions to the volunteer handbook as outlined below:

How much experience do I need to volunteer?
None. As a non-discriminatory organisation we encourage and welcome people of all abilities and experience levels, regardless of age, ethnic or social background and gender or sexual orientation. We try to tailor our tasks to the ability and needs of the group so as to include everyone. The BHP is committed to the training and development of anyone who shows dedication to their role, so we will equip you with the skills and knowledge you need to carry out your role effectively.
Given the physical nature of some of our tasks, as outlined in the role descriptions, if you require some level of support or assistance or have any concerns, please contact our Volunteer Officer and they will be able to give you the best advice on how you can volunteer with us or another local organisation.

Policies
A number of policies are referred to within the handbook, their updated names and blurbs are outlined below. If you would like to access the full version of these documents please visit the volunteer section of our website or ask any member of the BHP staff.
- Volunteer Policy – sets out the principles for volunteer involvement with the BHP.
- Equal Opportunities Volunteer Policy – outlines our commitment to providing a non-discriminatory environment that welcomes diversity.
- Volunteer IT & Internet Policy– outlines our IT guidelines, including code of practice regarding internet use and email etiquette.
- Volunteer Health & Safety Policy and Code of Conduct – addresses the health and safety of volunteers while they are involved in any tasks related to the BHP. It outlines the procedures they must follow in the event of an incident or accident. It outlines how we expect volunteers to conduct themselves and sets out a number of rules and regulations that we expect volunteers to abide by.
- Safeguarding Policy – aims to ensure that all children and/or vulnerable adults participating in activities organised by the BHP, either on or off its premises, do so in as safe a manner as possible and that any staff, volunteers or contractors that work with them do so in an appropriate and safe manner.
- Lone Working Volunteer Policy – details the measures we have in place for volunteers if they have to work alone, to ensure their safety and well-being.
- Dealing with Problems Volunteer Policy – on the rare occasion that a complaint has been made against a volunteer, this policy and the procedures within will be referred to and followed.
- Volunteer Grievance Policy – on the rare occasion that a volunteer has an issue with BHP or a member of BHP staff, this policy and the procedures within will be referred to and followed.

Feedback
In addition to training and experience, we will give you a regular appraisal, providing you with any feedback that we think might be helpful. It also gives you an opportunity to tell us if there is anything else that we can do for you, although you should feel free to talk to your Volunteer Officer at any time if you have any problems, queries or requests. There is a feedback form which you can fill out for specific tasks or more generally. This is available on our website, in the seasonal eBulletin, on request from the Volunteer Officer, or to be found in the plastic-pocket in the volunteer 'goodie-bag' on tasks. When the Volunteer Officer is unavailable, please feel free to approach another member of BHP staff with any queries or issues you may have and they will do their best to help.
When you are moving on to pastures new and need a reference, please do not hesitate to ask the Volunteer Officer. If the Volunteer Officer is unavailable, please ask another member of BHP staff.

Power tools
Volunteers are not permitted to use power tools on tasks.