



**Yorkshire**  
Wildlife Trust



**Volunteer Handbook**

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Lawrence Davenport



# Welcome

**...to a network of more than 800 volunteers who help Yorkshire Wildlife Trust to make a real difference for nature!**

Whatever volunteer role you've chosen you'll be helping us to save special species such as water voles and harbour porpoise, and protecting special places like ancient woodland with bluebells and woodpeckers.

You could be inspiring a child who's never seen a frog before, or raising the money to save a beautiful wildflower meadow.

Volunteers are at the heart of Yorkshire Wildlife Trust's vision of a Living Landscape and Living Seas; where both people and nature benefit from joined-up thriving countryside, coast, and wildlife rich urban areas.

Founded by volunteers in 1946, Trust staff now work in partnership with a wealth of volunteers who give time, skill, experience and expertise to the Trust across Yorkshire. Hundreds of people give up their own time to help protect, learn about and enjoy Yorkshire's Living Landscapes & Living Seas.

Together we protect 103 nature reserves where the wildlife thrives. We are pioneering work to save the wildlife of the North Sea and restore moorland peat bogs. From churchyards to beaches, road verges to peaks, cities to the dales and school yards to farmyards; Yorkshire Wildlife Trust is reaching out for nature...and now so are you!

This handbook includes all of the general information you'll need to know about volunteering with the Yorkshire Wildlife Trust. As well as outlining what you need to know when starting out with us, we also hope it will prove a useful reference document for you as you progress.

Welcome - and thank you!



**Rachael Bice**  
Chief Executive  
Yorkshire Wildlife Trust

# Volunteering with the Trust

## What is a volunteer?

The term volunteer means slightly different things to different people. At Yorkshire Wildlife Trust we mean any person who freely chooses to carry out a task or role that we have specifically agreed for them to do, which contributes to the aims and objectives of the Trust and for which they do not receive any financial or material reward.

## What do volunteers do?

Yorkshire Wildlife Trust volunteers participate in a very wide range of activities. From dry stone walling, tree planting, counting butterflies in our meadows, pulling up invasive plants on our nature reserves and checking on our livestock, to inspiring children and kick-starting a life-long love of wildlife, showing visitors where to spot puffins, processing new memberships and raising money to buy tools, there's a role (or two!) to suit everyone.

## Who can volunteer?

We have volunteers of all ages and abilities, from children and families improving their local greenspaces to 85-year olds identifying trees. Our volunteers are from all over Yorkshire (and sometimes beyond) and they come from all walks of life, bringing a variety of skills and experience. If you are interested in our natural environment, inspiring people to value our wildlife or just getting some exercise in the great outdoors we will have something for you.

## Why volunteer with us?

Volunteering has many benefits for both you as a volunteer and for us as an organisation. It's an excellent way to stay fit and healthy, both in body and in mind. We also believe that volunteering's educational, inspirational and fun; plus, it's a brilliant way to meet new and like-minded friends. We're also fully committed to developing our volunteers and have an excellent Volunteer Training Programme for you to dip into to learn new skills for your volunteering role.

## Do volunteers have to be members?

Some people give donations of money or join Yorkshire Wildlife Trust as members; some people offer their time as volunteers. However you choose to support us, we are extremely grateful. If you would like to find out more about becoming a member as well as a volunteer, visit [ywt.org.uk/membership](http://ywt.org.uk/membership) or give our friendly team a call on 01904 659570. Members receive a range of exclusive benefits, including complimentary access to our visitor centres and quarterly copies of our Wildlife Yorkshire magazine, which is packed with inspiring features and hints and tips to help you get closer to wildlife.

## Do you need prior experience to become a volunteer?

No. We encourage people from all walks of life, with all kinds of experience (or none!) to become involved. Some roles require specific skills, but most allow you to learn as you go along, sometimes after receiving appropriate training. You will always receive an induction for your role and the tasks you will be involved in and we will make training available as and when it is needed to develop and grow your skills.

## Can I volunteer if I'm receiving benefits?

Yes! Volunteering can help you to develop new skills and try something new. It can help you prepare for paid work by increasing your confidence and experience. You can volunteer while receiving benefits if you continue to meet all the conditions of your benefit. You will need to speak to your benefits office to find out more about the specific conditions of the benefit you are in receipt of.



## What about young volunteers?

Yorkshire Wildlife Trust encourages volunteers of all ages as long as they are able to take part safely. Under 16s will need to be supervised by parents or guardians. Those aged 16 or 17 can volunteer without the need for an accompanying adult, but we require parental consent (a signed form) for this to happen.



# Responsibilities

## Your Responsibilities to the Trust

Each volunteer role entails different tasks, offers different benefits and carries different responsibilities. These are outlined in the relevant role descriptions which are produced for every opportunity. Your manager will go through these with you when you start.

However, we expect all volunteers to:

- Inform the Trust if you do not feel confident you have received the guidelines and information necessary to carry out your role
- Make sure you are aware of relevant Trust policies and guidelines that are relevant to your role.
- Meet the general commitments necessary to carry out your role
- Be mindful of your status as a Trust ambassador in your community
- Ensure that no illegal or criminal misuse of Trust assets takes place
- Respect confidentiality of information of which you may become aware whilst volunteering for the Trust

***“I enjoy knowing I’m taking positive action towards a better planet”.***

*Catherine, Wool Project Volunteer*



## Our Responsibilities to you

The Trust also has responsibilities to you, many of which are covered in more detail later in this handbook or will be discussed with you when you start.

In summary:

- We will provide a friendly welcome, and a thorough induction to the organisation and your role within it
- We will provide proper supervision and support to you and will seek your feedback about your volunteering experience
- We will make good use of your skills, knowledge and abilities to further our aims and objectives
- We will provide volunteers with a clear role description, instruction and any relevant additional training in all tasks we ask you to undertake
- We will properly plan and budget for involving volunteers
- We will handle volunteer data properly and in accordance with the law
- We undertake to look after your health & safety in relation to your role and all registered volunteers are covered by our insurance policies
- We will ensure everyone has equal opportunity to be involved
- We will help you to deal with any problems that arise in connection with your volunteering
- We will endeavour to show our appreciation and to celebrate and recognise the contribution of volunteers wherever appropriate



# About Yorkshire Wildlife Trust

Yorkshire Wildlife Trust is a charity dedicated to conserving, protecting and restoring wildlife and wild places in Yorkshire.

Our vision is for a Yorkshire that is abundant in wildlife, with more people having a genuine and meaningful connection with nature.

We were established as a charity in 1946, and are part of The Wildlife Trusts movement. We look after over 100 nature reserves right across Yorkshire, and are involved in hundreds of other conservation-related projects. Our work inspires people to understand the value of nature and to take action for it. We're supported by over 45,000 members and more than 800 volunteers. We employ over 150 members of staff.

## The Royal Society of Wildlife Trusts

Yorkshire Wildlife Trust is an independent, autonomous charity with its own Board of Trustees, but we are also part of The Wildlife Trusts movement which operates as an umbrella organisation for all individual Trusts and helps to coordinate campaigns at a national level. The Wildlife Trusts is a charity in its own right and does not govern us, but we frequently come together as a movement to be powerful voice for nature.

There are 47 Wildlife Trusts across the UK, the Isle of Man and Alderney - of which Yorkshire is the second oldest and largest. With over 800,000 members and 40,000 volunteers collectively, The Wildlife Trusts is the largest grassroots organisation dedicated to conserving wildlife.



## Our Work in Yorkshire

For over 70 years, Yorkshire Wildlife Trust have been protecting Yorkshire's wildlife and wild places. We work to bring about a recovery of wildlife across land and sea; from hills and valleys, to beaches and city streets.

We do four main things to bring about a wilder Yorkshire:

- 1) **Save wild places:** We manage and restore over 100 nature reserves across Yorkshire and actively work to create new wild areas and wildlife corridors.
- 2) **Save wildlife:** We protect the incredible species that call Yorkshire home, by understanding what they need and creating spaces where they can flourish.
- 3) **Connect people with nature:** We inspire people, especially children, to experience wildlife, and enjoy it.
- 4) **Protect the environment:** We campaign to protect and restore Yorkshire's irreplaceable natural heritage.

Now more than ever before, we need a society where nature matters. Supported by our volunteers, we inspire thousands of children, families and individuals every year; helping them to connect with their local wildlife through events and engagement programmes.

# Where do we work?

Yorkshire Wildlife Trust works throughout Yorkshire (except for the city of Sheffield, which has its own Wildlife Trust with whom we work closely). We do not work on the south side of the Humber. This area is covered by our neighbours Lincolnshire Wildlife Trust.

## KEY

- Town
- Office
- Reserve
- Regions:
  - East
  - North
  - South
  - West
- Yorkshire's Living Seas
- Sheffield WT Areas



# Our Staff Structure

We are governed by a Board of Trustees, who are elected annually at the AGM from the membership of the Trust and serve for a maximum of three continuous years. Our Board is made up of about a dozen volunteers who bring a range of skills, knowledge and experience to the organisation. In legal terms, each member of the Board is a charity trustee and a company director. The Board elects a Chair who runs their meetings and takes a lead role in representing the Board and wider organisation.

Our team is made up of around 150 staff and over 800 volunteers and we work through four directorates. These are Finance & Central Services, Fundraising & Engagement and two Conservation delivery teams – North & East and South & West. Each of these teams has a Director who reports to the Chief Executive, who is responsible for the operations of the Trust and, in turn, reports to the Board of Trustees who govern the organisation.

Our two conservation delivery teams are then divided into six regional teams which are each led by a Regional Manager who reports to the Director of their delivery team.



Each Regional Manager has a large team of staff and volunteers who help to create Living Landscapes or Living Seas by carrying out conservation projects and inspiring people to get involved. These teams, with your help, have responsibility for bringing the Trust's vision to life.

# Our Volunteer Structure



Most volunteers are **Individuals** who get involved in a variety of ways and sometimes in more than one role. Whatever part you play, you'll fit into one of our Directorates and/or Regional Teams. You should know who your line manager or main contact is. In some cases this may be a volunteer themselves, who in turn liaises with a staff member from one of these teams.

**Supporter Groups** are groups of individual volunteers who have come together around a specific area of interest and activity in support of the Trust's work. They usually have a volunteer who acts as Leader, liaising with Trust staff and helping to organise and lead the group's workdays. Supporter Groups also get involved in fundraising, organising guided walks -and more.

Whatever your role within the Trust, you will be contributing towards our mission.

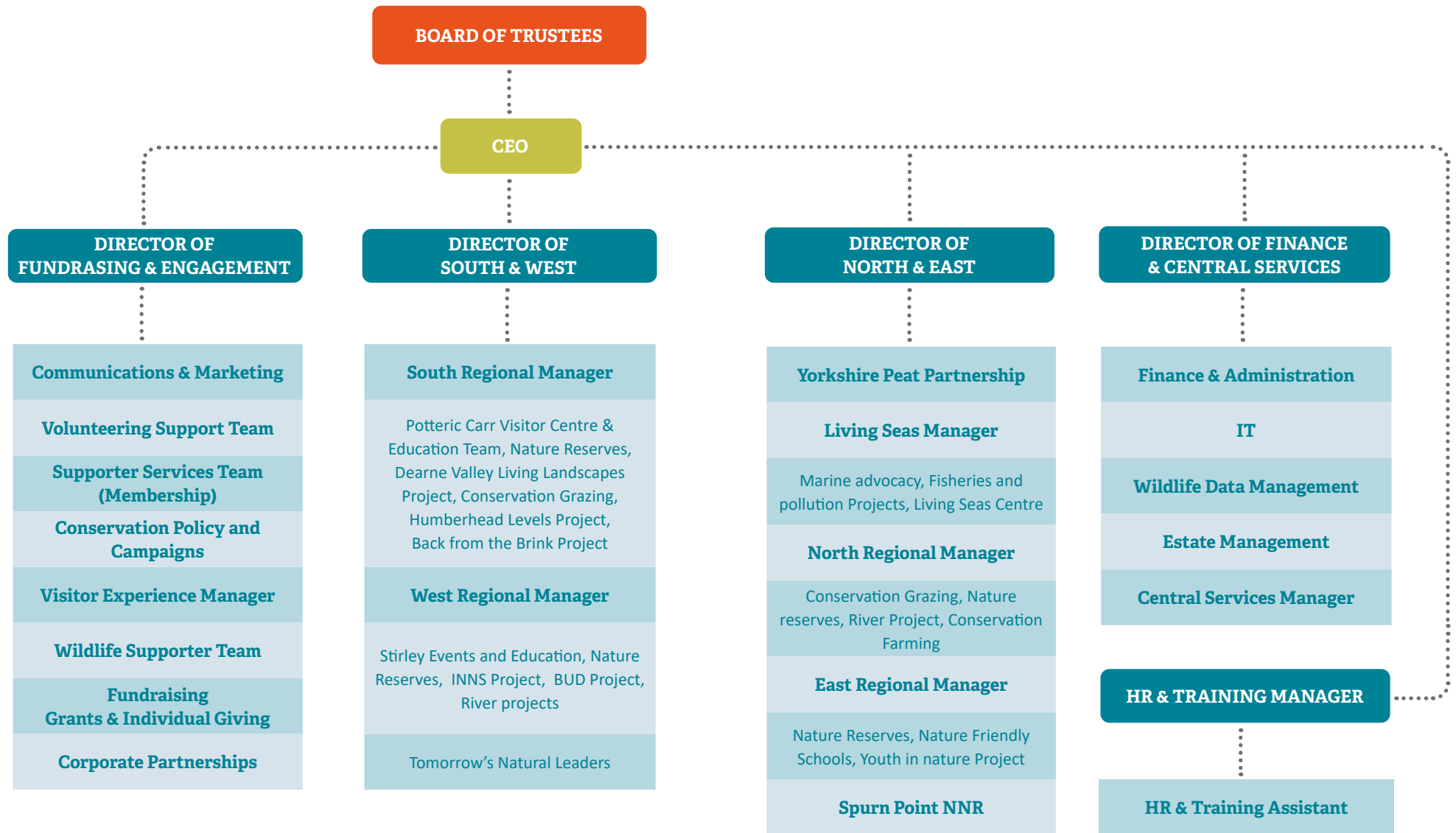
## Our Core Values

There are 5 core values that underpin our work and as a volunteer we hope you will undertake your role with our core values in mind, which are:

- **Lead** – to passionately lead our organisation to deliver a better future for Yorkshire's wildlife
- **Partner** – to work collaboratively to deliver a better future of Yorkshire's wildlife
- **Advocate** – to champion Yorkshire's wildlife and influence decision makers to give Yorkshire's wildlife a better future
- **Inspire** – to inspire everyone to come into contact with wildlife and spread the word about its importance
- **Act** – to take action to reverse the decline in Yorkshire's wildlife and encourage others to do the same



# Staff Structure



# Volunteer Administration

## Registering as a Volunteer

Practical Conservation Volunteers will be asked to complete a Registration Form and for all our other roles such as helping at events, offices, surveying etc. you would apply and then be registered using an Application Form. We keep this information securely on our volunteer database and only use it for purposes relevant to your volunteering (unless you have chosen to receive additional information from us about our work).

If you are a young volunteer (aged 16 or 17) we also require a parental consent form from your parent or legal guardian.

If you are going to be driving as part of your role (not just commuting) we will also need a driver declaration form from you.

Here is a list of the information we ask from you and in some circumstances hold on your volunteer record, and why:

- **Basic contact details:** To keep you informed.
- **Emergency contact details:** In case you are involved in an accident whilst volunteering.
- **Medical details:** In case there is anything we might need to know that will affect you in your role. All information is treated confidentially and if this information is kept, access to this information is restricted. Please make your volunteer manager aware of any medical conditions that they would **need** to know about.
- **Criminal records:** We only need to know about unspent offences, in case you have done something that might make you unsuitable for a role. You will not be automatically excluded; it depends on the individual and role.
- **References:** We generally only ask for references for certain types of volunteer roles (e.g. working with children and adults at risk directly, or handling sensitive data and finances.) This would be discussed with you when you register as a volunteer.
- We'll also need you to sign a **Declaration** which sets out our mutual expectations and responsibilities.

## Expenses

If financial reasons present a barrier to you volunteering with us then please discuss this with your volunteer manager. Within reason, we can help to cover some travel costs to and from your usual place of volunteering. Please contact your manager if you need help with travel expenses for more information.

## Time Sheets

All volunteers are required to record their volunteering hours. This helps us to promote recognition of the amazing contribution you make to Yorkshire Wildlife Trust by registering your hours with us. We also make use of our time-given records in applications for funding new work and in helping to evidence what we have achieved as part of current funding that we receive.

This can be done in a couple of ways - if you take part in a group task day you will sign the Task Day Register at the beginning of the day and then your hours will be recorded here. Or, for all other roles, you will record your own volunteering hours with a timesheet that can be supplied by your volunteer manager or the Volunteering team and then returned to [volunteering@ywt.org.uk](mailto:volunteering@ywt.org.uk) once completed.



# Policies and Procedures

Like all large organisations, Yorkshire Wildlife Trust has policies and procedures in place to ensure we work effectively, fairly and consistently and to provide a framework to deal with any concerns or issues that may arise. Some of our policies apply specifically to volunteering, such as our Volunteer Complaints Procedure, Addressing Volunteer Performance Issues and Addressing Inappropriate Volunteer Behaviour policies, but most apply to all Trust representatives. In most cases you will be introduced to policies as they affect you, but we've provided an introduction to some of our most important policies below. All of our policies are available to read on request from the Volunteer Support Team.

## Equal Opportunities

Yorkshire Wildlife Trust does not discriminate unfairly on the basis of race, gender, sexual orientation, age, language, religion, physical, mental or emotional disability, financial, family or other personal disadvantage; or any other factor unrelated to a person's ability to carry out their volunteer role. This applies to the selection of volunteers, carrying out your role and to training & development opportunities. We will not accept such discrimination by staff or volunteers. We have a full policy outlining our commitment to equal opportunities.



## Representing Yorkshire Wildlife Trust

As a volunteer, you are an ambassador for Yorkshire Wildlife Trust. While volunteering, you are representing the Trust to the public, whether you are giving a lecture or chatting to a dog walker on a reserve. As you get more involved, you'll learn more about the Trust and become more confident in talking about some areas of our work, but if you'd like to know more about a particular topic please speak to your staff contact. You can always refer members of the public or media enquiries to a member of staff or to the York Office if they are asking about difficult or sensitive issues.

Formal representation with other organisations, the media or individuals can only take place if authorised by your staff contact. This may require more senior approval and is governed by further procedures and guidelines. If you think this affects you and you have not done so already, please speak to your manager.

## Health, Safety & Welfare

Yorkshire Wildlife Trust has both a legal and a moral obligation to provide and maintain working conditions, equipment and procedures which are safe and will not adversely affect the health of our staff and volunteers. We must also provide the information, training and supervision required to achieve this. In most cases there will be risks specific to your volunteering role which will be discussed with you individually as part of your induction, when undertaking a task or in a group briefing such as a task party tools talk.

The nature of our work is potentially hazardous so we use a risk assessment process to identify risks and how best to control them. For all tasks carried out by volunteers a prior risk assessment must have been carried out by the activity organiser (staff or volunteer) and recorded in a standard format. We also carry out regular risk assessments of all the sites we work on, and activity organisers must be familiar with these prior to undertaking work on that site.

To prevent accidents we identify and implement appropriate training and controls, such as personal protective equipment (PPE), to reduce or remove the risk. Finally, we consider what to do in the event of an accident and what first aid provision is required.

## Your Health & Safety Responsibilities

- By law, everyone is responsible for looking after their own safety, that of their colleagues, and anyone else that their activities may effect. You must follow any health & safety guidance you are given, either verbally or in writing, and ask for clarification of anything that you are unsure about.
- If you join a practical task day part way through the day and have missed the health and safety briefing, ask the leader for guidance before starting your tasks. You must provide us with details of any medical conditions relevant to your role and provide emergency contact details as requested when you register as a volunteer. You should also let us know if these details change.
- Finally, if you observe anything that you think might be unsafe or you are involved in or see an accident or near miss you must report it to us.

## Insurance

All registered volunteers are insured by the Trust for their volunteering so long as they are undertaking activity agreed by the Trust, have followed our policies and procedures and any instructions or guidance we have given.



This includes cover if you are injured by another person or if you accidentally injure someone or damage something. You may wish to check whether you have your own Personal Accident cover.

Personal equipment and belongings are not insured.

## Accident Reporting

All accidents and near-misses, however minor they might appear to be, must be recorded and the report submitted to your staff or volunteer contact for escalation as required. All offices and out-posted staff or volunteers will have access to an accident or near-miss reporting book for you to use – ideally these will be located with the first aid kit.

## Lone Working

We try to avoid asking people to volunteer alone wherever possible. However, certain tasks can from time to time be difficult to do otherwise, such as volunteer wardening, surveying or stock checking. You should always plan ahead for when you might have to volunteer alone. If it is a regular part of the role, we will have risk assessed it in detail and discussed the implications and relevant procedures with you in advance.

## Safeguarding

Yorkshire Wildlife Trust works with children, young people and adults at risk on a regular basis. Our work with children is crucial to fostering a caring and understanding for wildlife that will be crucial to achieving Living Landscapes and Living Seas- children are the nature conservationists of the future. However, we also recognise that children need extra care and attention when interacting with us.

As with staff roles, volunteer roles that involve working with children or adults at risk in any way are assessed to determine the extent of that involvement. Generally if parents, guardians, teachers or carers are present the responsibility for supervision rests with them. Certain voluntary roles will require additional checks, references, induction, training and ongoing support. There may be certain roles for which we ask you to undertake an enhanced disclosure check via the Disclosure and Barring Service. We may also ask you to undertake online training on child safety & welfare and become familiar with our policies and procedures for volunteering with children & vulnerable adults.

The usual risk assessment based procedures apply to volunteering with children and adults at risk. They will consider the likelihood of children having a lesser understanding or ability to undertake tasks, the need for specialist equipment, tailored instruction and extra supervision.

All activities involving children should also display our independent person's statement:

**We hope you will be happy with your experience today but if you would like to talk to someone about the way the activities have been run or how you were treated, please speak to your activity leader or call Yorkshire Wildlife Trust on 01904 659570. All calls will be treated with the strictest confidence. You can also talk to an adult about anything that is worrying you by calling the NSPCC Child Protection Helpline on 0808 800 5000.**

## Finance

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If you find that you have had to undertake some expenditure as a part of your volunteering role (for example to make a small, necessary repair) then the Trust can reimburse this cost - however your manager must have agreed this spend with you beforehand. There is a simple form to fill in and complete to reclaim any agreed expenses which is available from your staff contact or the volunteering team.

## Information Management

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### Confidentiality

Whilst volunteering for the Trust you may become aware of, or be tasked with handling, information which is of a confidential nature. This might be information about a protected species or a new project, or some financial or personal data. We expect you to respect this confidentiality and to check with us if you are unsure about the status of any information you are party to

### GDPR & Data Protection

Data protection laws apply to personal data whether it is stored electronically or in a retrievable paper format. Your role might involve access to our databases or filing systems or to individual pieces of personal data such as home telephone numbers and emails. You will be shown how we process, store and use this data in accordance with our Privacy Policy if it is relevant to your role and, if relevant, we will train you in use of database software. In general you should always treat personal data as confidential, to be used for specific purposes only and to be stored securely when not in use.

### Copyright and Intellectual Property

Through your volunteering you might produce new materials, data or ideas of use to the Trust; perhaps including educational materials, interpretation, photographs or other media, survey results, project ideas or new procedures. You retain copyright and intellectual property rights over this material. However, we ask you to give us the right to use this material free of charge, in perpetuity and for the furtherance of our charitable objects. This voluntary agreement is incorporated into the registration and application forms so you don't need to take any further action. If you produce something where you'd prefer to make a more formal arrangement, just let us know and we can make the necessary arrangements.





## Supervision & Support

Following your induction to the organisation, the amount of ongoing supervision and support you are offered will vary depending upon the individual and the role. However, all volunteers should have the opportunity to ask questions, raise concerns and discuss the work they are involved in.

For practical conservation volunteers this may only require an open discussion over the tea break. For surveying or livestock checkers a phone call may do. Others will find regular one-to-one meetings with their volunteer manager of use. This is up to you and your volunteer manager to discuss and agree.

### Problem Solving & Escalating Issues

We aim to make all volunteering experiences positive and enjoyable, but we recognise that problems may arise from time to time. You might be unhappy about your experience or a complaint may be made about an individual. Sometimes complaints are in relation to breaches of policy or procedure.

We encourage the use of due process in resolving problems. The first thing you should do is to talk to your staff contact and arrange a meeting of those involved away from the immediate task. Most issues can be resolved in this way.

If this proves unsuccessful, or you feel the matter is more serious, please contact the Volunteering Support Team who will mediate between those involved. If the complaint involves a member of staff we may contact the HR Manager. If the matter requires further discussion we may also involve the Regional Manager of your team and/or the Head of Supporter Engagement who holds responsibility for the Volunteering Support Team.

You can contact us by email at [volunteering@ywt.org.uk](mailto:volunteering@ywt.org.uk) or on **01904 659570**.

In rare circumstances, issues may also be referred to our team of Directors, or finally to the Chief Executive and Board of Trustees whose decision will be final. If it is decided that a volunteer is at fault and the matter is irresolvable, we may ask them to cease volunteering, but most issues are resolved before it comes to this.

Conduct which causes immediate danger to others will be handled swiftly by those leading on the day and you may be asked to leave immediately, in line with our policy on Addressing Inappropriate Volunteer Behaviour. You will have the opportunity to discuss the incident before a final decision is made.



# Training, Learning & Development

For most roles, you will receive relevant ‘on-the-job’ training from your volunteer manager or an experienced fellow volunteer. Often someone will continue to be on hand to give you further support, advice and help or a refresher (some practical tasks can often be quite seasonal and done only a few times per year). If you are unsure about what you are doing, please ask: we are all novices and learners in different things.

For some roles, external or more formal training may be required, and this should be discussed during your induction. It might be arranged immediately, or you might be put on the waiting list for the next session. Common types of training required in some roles are brush-cutting, pesticide use and first aid.

Much of the training related to our volunteer roles is listed in the Volunteer Training Programme- this is an annual list of all our training courses and includes course like; Task Day Leader, Identification and Surveying techniques and many more. If you require any of this training you will be directed to the programme by your volunteer manager. Once you’ve started volunteering, if you feel you need further training to fulfil your role, please speak with your volunteer manager.

## Trainee placements

We host around 20 voluntary trainee placements each year. These are normally 6-12 month volunteering opportunities working in a particular team or project, where you will gain a lot of experience and training relevant to a career in nature conservation. There is up to date information about current trainee opportunities on our website.



Marie Fooks



**“My traineeship has made it possible for me to learn new skills through good supervision and a training budget. The opportunity to be a part of the Yorkshire Wildlife Trust has allowed me to gain insight within the Conservation field and for me it has been an invaluable experience that I will forever be grateful for.”**

*Saskia, Planning and policy Voluntary Trainee, York*

## Staying In Touch

### Website and Social Networking

The volunteering pages on the website are full of useful information for new and existing volunteers. You will find the latest news and opportunities as well as volunteer viewpoints. You might even be inspired to make a contribution to the website yourself! There’s also a Volunteer’s Facebook Group where you can share your photos and stories, you’ll be sent the link to join this with your welcome email.

You can find and follow us on Facebook, Twitter, YouTube and Instagram.



## Volunteering Newsletter

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Our volunteering newsletter is produced four times per year and will be sent direct to you by email as long as you have completed a volunteer registration form. Contributions are always welcome.

Please email [volunteering@ywt.org.uk](mailto:volunteering@ywt.org.uk) with any suggestions or stories.

## Practical Conservation Calendar

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All our Practical Conservation Task Days are listed in the seasonal Practical Conservation Calendar-this can be found on our website or via a link in the Volunteering Newsletter.

## Volunteer Meetings

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We organise meetings for volunteers to get together in various ways; we have an annual Volunteer's Conference and regional network meetings which are great ways for everyone to come together meet one another and share experiences. Local teams might also organise local events for volunteers who do the same thing or work in a particular area. Sometimes these are for training and development, sometimes they are social, often both, and hopefully always fun!

You are encouraged to attend these valuable opportunities to meet other volunteers and staff members to share experiences, find out about other opportunities which may be of interest and discuss wider Trust issues that could have some impact upon your voluntary role with us.

Watch out for things happening around Volunteers Week (normally 1-7 June each year) too - this is usually when our Volunteers Conference takes place but there will also be local events too.

Dates will be advertised in the newsletter and invites will usually be sent out to you.

***“I love sharing  
and enjoying the  
natural world with  
others through my  
volunteering. I  
learn a lot too!”***

*Carol, Inspiring People Volunteer Potteric Carr*

## Feedback & Moving On

Your feedback is valuable to us. If at any time you feel that any aspect of your involvement with us as a volunteer could have been dealt with better, please let us know so we can make improvements. From time to time we send out volunteer surveys asking how we're doing. Your help in returning these to us, and your honesty in being critical where necessary is appreciated.

### Tell us about your experiences

We are always looking for stories about our volunteers. It might be a 'day in the life of', a description of your role, a volunteer profile or a special achievement. These help us to paint a picture of volunteering for our newsletter, website, press releases and member's magazine and crucially to help involve more people through volunteering. Please get in touch if you'd like to see your story in print!

Email [volunteering@ywt.org.uk](mailto:volunteering@ywt.org.uk) or call the volunteering team on the phone numbers on the back page.

### Moving On

If you decide to cease volunteering with Yorkshire Wildlife Trust please let us know, either by telling your staff or volunteer contact or direct with the Volunteering Support Team. It would be very helpful to us if you also tell us why you are leaving, positive or negative.





# Contact Us

We sincerely hope that you will enjoy your time as a volunteer with Yorkshire Wildlife Trust. If you have any further questions about any aspect of volunteering, please contact us at:

## Volunteering Support Team

1 St. George's Place, York, YO24 1GN

T: 01904 659570

E: [volunteering@ywt.org.uk](mailto:volunteering@ywt.org.uk)

[ywt.org.uk](http://ywt.org.uk)

Yorkshire Wildlife Trust is both a registered charity (no. 210807) governed by the Charity Commission and a company limited by guarantee (no. 409650) governed by Companies House.