

## VOLUNTEER ROLE DESCRIPTION

<b>Role Title:</b>	<b>Public Information and Wildlife Officer - Bittern Information Point</b>
<b>Department:</b>	<b>Rangers</b>
<b>Location/Facility:</b>	<b>Fishers Green, River Lee Country Park</b>
<b>Working with:</b>	<b>North Ranger Team</b>
<b>Time Commitment:</b>	<b>Fridays, Saturdays, Sundays or Mondays 10.15 – 16.00 (half or full day shifts)</b>

**Purpose:** To provide assistance, advice and Park wide information to the public visiting the Bittern Information Point.

<b>Details of Role</b>	<ul style="list-style-type: none"> <li>To help run the Bittern Information Point within the Lee Valley Regional Park as part of a team of volunteers.</li> <li>To open and close the Bittern Information Point.</li> <li>To actively engage with members of the public to:-</li> <li>Ensure sufficient stocks of literature are available for the public within the Bittern Information Point</li> <li>Promote all areas and activities within the Park handing out information and flyers and taking contact details where appropriate</li> <li>Proactively seek new volunteers for the Bittern Information Point primarily but also for the Park as a whole</li> <li>Provide a positive visitor experience for visitors to the Park</li> <li>Provide information on what birds and wildlife are in the area.</li> <li>Showcase the wildlife viewable through the wildlife cameras</li> <li>Oversee the safe use of the optical equipment available for public use</li> <li>Oversee use of wildlife reference library</li> <li>Collate wildlife sightings, visitor numbers figures and record water level readings</li> <li>To re-stock the bird feeding station outside the hide</li> <li>To handle cash from and promote the sale of hot and cold drinks from drinks machine and Park merchandise</li> <li>To follow set procedure for cash during and or at the end of shift including end of day cash reconciliation</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>Outgoing with good people skills.</li> <li>Confident and willing to interact with visitors.</li> <li>Willing to work as part of a team or alone.</li> <li>Knowledge and interest in birds / wildlife (desirable but not essential).</li> <li>Happy to follow all instruction/decisions given by LVRPA Staff with a positive attitude keeping personal views and opinions separate and under no circumstances discussed with members of the public.</li> </ul>
<b>What's in it for you?</b>	<p>An opportunity to:-</p> <ul style="list-style-type: none"> <li>Work as part of a volunteer team within a large well respected organisation</li> <li>Develop skills and confidence in customer service and talking to members of the public</li> <li>Meet new people and have fun</li> <li>Uniform provided for periods of duty – (after probation period)</li> <li>Develop your knowledge about birds and wildlife</li> <li>To see the diversity of birds and wildlife within the Regional Park at close quarters</li> </ul> <p>Full information and training is provided on the birds and wildlife you will see, no specialist knowledge needed.</p>
<b>General</b>	<ul style="list-style-type: none"> <li>To carry out tasks in line with the Authority's policies and procedures including: <ul style="list-style-type: none"> <li>The Authority's Health and Safety Policy</li> <li>The Authority's Volunteer Policy</li> <li>Volunteer induction pack rules and regulations</li> </ul> </li> <li>Undertake induction and training and development consistent with your role.</li> </ul>

For further details contact [volunteers@leevalleypark.org.uk](mailto:volunteers@leevalleypark.org.uk)

## Risk Assessment Form

<b>Centre: Parkland And Venues</b>	<b>Original Date: 2/10/2013</b>	<b>Carried out by: Dave Hutley</b>
<b>Risk Assessment: Volunteers Outside Activities Bittern Information Point (BIP)</b>		

List significant hazards	List groups of people who are at risk from the significant hazards identified	List existing control measures or note where the information may be found List risks which are not adequately controlled on the risk reduction plan
<b>Risk: Individual Capabilities</b>		
Personal injury / musculoskeletal disorders may result from manual handling tasks	Volunteers	<ul style="list-style-type: none"> <li>Manual Handling risk assessments are carried out for all manual handling tasks, taking into consideration physique, general health, age and experience Full training is provided for all manual handling tasks</li> <li>Full supervision by a trained member of staff where ever possible</li> <li>Information, instruction and training is given</li> <li>Volunteer Induction</li> <li>Volunteer guidelines</li> <li>First Aid provision in place</li> </ul>
<b>Risk: Electrocution</b>		
Lack of appreciation & understanding of the risks posed from electrical equipment and sockets located at Bittern Information Point Personal Injury, Severe Injury	Volunteers	<ul style="list-style-type: none"> <li>Location and use of equipment given in induction</li> <li>Information, instruction and training on use of equipment given</li> <li>Electrical equipment pat tested in line with Authority guidelines</li> <li>Circuit trips located in several locations back to main power source</li> <li>Volunteer Induction</li> <li>Volunteer guidelines</li> <li>First Aid provision in place</li> <li>Buddy system in place either by volunteers or SRO</li> <li>Supervisors and Volunteers are to carry mobile phones in case of emergency</li> <li>Lone working is avoided outside hours covered by the Senior Responsible Officer (SRO)</li> </ul>

<b>Risk: Uncontrolled Dogs</b>		
Bites, noise, disruption, anxiety or attack	Volunteers	<ul style="list-style-type: none"> <li>▪ Dogs to be on leads at all times in the hide and information point</li> <li>▪ No dogs are to be encouraged in to the information point</li> <li>▪ Feeding of dogs by volunteers in or adjacent to the information point is not permitted under any circumstances</li> <li>▪ Volunteer Induction</li> <li>▪ Volunteer guidelines</li> <li>▪ First Aid provision in place</li> </ul>
<b>Risk: Abusive Behavior</b>		
Receipt of abusive or physical behavior from members of the public	Volunteers	<ul style="list-style-type: none"> <li>▪ LVRPA staff/SRO/Park Guard on hand if required</li> <li>▪ Telephone on site if emergency services required</li> <li>▪ Volunteer teams on duty together where possible</li> <li>▪ Volunteer Induction</li> <li>▪ Volunteer guidelines</li> <li>▪ First Aid provision in place</li> <li>▪ If challenged for cash think do not resist</li> <li>▪ CCTV in place</li> </ul>
<b>Risk: Adverse Weather</b>		
Personal Injury, fatigue, unconsciousness	Volunteers	<ul style="list-style-type: none"> <li>▪ Reduce exposure to prolonged heat or cold</li> <li>▪ Ensure the provision of rest facilities &amp; access to refreshments</li> <li>▪ Task/event postponement</li> <li>▪ See Working In Weather Conditions RA</li> <li>▪ See Working In Hot Weather RA</li> <li>▪ See Manual Handling RA</li> <li>▪ Volunteers receive an Induction</li> <li>▪ LVRPA staff supervision</li> <li>▪ Volunteer instruction</li> <li>▪ Volunteer guidelines</li> <li>▪ First Aid provision in place</li> <li>▪ Volunteers advised to close information point should they need too.</li> </ul>
<b>Risk: Slips/Trips /Falls</b>		

Personal Injury	Volunteers	<ul style="list-style-type: none"> <li>▪ Volunteers receive an Induction</li> <li>▪ LVRPA staff supervision on hand</li> <li>▪ Volunteer instruction</li> <li>▪ Volunteer guidelines</li> <li>▪ First Aid provision in place</li> </ul>
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### **Risk: Dusts**

Respiratory Problems, Personal Injury	Volunteers	<ul style="list-style-type: none"> <li>▪ Volunteers receive an Induction</li> <li>▪ LVRPA staff supervision on hand</li> <li>▪ Volunteer instruction</li> <li>▪ Volunteer guidelines</li> <li>▪ First Aid provision in place</li> </ul>
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### **Risk: Fire**

Severe Injury, Possible Death	Volunteers	<ul style="list-style-type: none"> <li>▪ Volunteers receive an Induction</li> <li>▪ LVRPA staff supervision on hand</li> <li>▪ Volunteer instruction</li> <li>▪ Volunteer guidelines</li> <li>▪ Emergency Action Plan (EAP) in place</li> <li>▪ Volunteers receive an Induction</li> <li>▪ LVRPA staff supervision</li> <li>▪ Volunteer instruction</li> <li>▪ Volunteer guidelines</li> <li>▪ First Aid provision in place</li> <li>▪ Fire Marshall provision in place</li> </ul>
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### **Risk: Lone Working**

Personal Injury, Severe Injury	Volunteers	<ul style="list-style-type: none"> <li>▪ Buddy system in place either by volunteers or SRO</li> <li>▪ Supervisors and Volunteers are to carry mobile phones in case of emergency</li> <li>▪ Lone working is avoided outside hours covered by the Senior Responsible Officer (SRO)</li> </ul>
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<b>Risk: Dead Animals</b>		
Contraction Of Diseases	Volunteers	<ul style="list-style-type: none"> <li>Volunteers receive an Induction</li> <li>LVRPA staff supervision on hand</li> <li>Volunteer instruction</li> <li>Volunteer guidelines</li> <li>Dead animals should not be handled by Volunteers, they are to inform their Supervisor on discovery of a dead animal.</li> <li>PPE must be worn when handling dead animals by LVRPA staff</li> </ul>
<b>Risk: Animal Faeces</b>		
Contraction of Diseases	Volunteers	<ul style="list-style-type: none"> <li>Volunteers receive an Induction</li> <li>LVRPA staff supervision on hand</li> <li>Volunteer instruction</li> <li>Volunteer guidelines</li> <li>Volunteers are made aware of likelihood of presence</li> <li>PPE is offered as a safeguard</li> <li>Hand Sterilising solution is available</li> </ul>
<b>Risk: Working Near/In Water</b>		
Drowning, Contraction Of Waterborne Diseases	Volunteers	<ul style="list-style-type: none"> <li>See Weils Disease</li> <li>See Blue Green Algae</li> <li>See Working In Or Near Water RA</li> <li>Volunteers receive an Induction</li> <li>LVRPA staff supervision on hand</li> <li>Volunteer instruction</li> <li>Volunteer guidelines</li> <li>First Aid provision in place</li> <li>Life saving equipment is available</li> </ul>
<b>Risk: Safeguarding</b>		
Contact with unsupervised children and vulnerable adults	Volunteers	<ul style="list-style-type: none"> <li>Role reviewed by Safeguarding Officer to assess risk and requirements of role and confirm CRB not required</li> </ul>
<b>Risk Scalding/Burns</b>		

Use of Drinks Machine	Volunteers/Public	<ul style="list-style-type: none"> <li>Volunteers receive an Induction</li> <li>LVRPA staff supervision on hand (by Phone)</li> <li>LVRPA Staff to empty machine once cold</li> <li>Appropriate Signage in Place</li> <li>Cups/ Equipment in place to remove need to access hot element of machine</li> <li>First Aid provision in place</li> </ul>
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Review	Review Conducted by:	Name (Print)	Dave Hutley
		Position	Operations Officer
		Date	02/10/2013
	Review Conducted by:	Name (Print)	Dave Hutley
		Position	Operations Officer
		Date	18/11/2014
	Review Conducted by:	Name (Print)	Dave Hutley
		Position	Operations Officer
		Date	29/09/2015
Review	Review Conducted by:	Name (Print)	Dave Hutley
		Position	Operations Officer
		Date	14/11/2016
	Review Conducted by:	Name (Print)	Dave Hutley
		Position	Parklands Manager
		Date	21/06/2018
	Review Conducted by:	Name (Print)	Dave Hutley
		Position	Parklands Manager
		Date	15/07/2019
	Review Conducted by:	Name (Print)	
		Position	
		Date	
	Review Conducted by:	Name (Print)	
		Position	
		Date	