



# VOLUNTEER PACK

Delivering life-changing  
adaptive adventure sports

# WELCOME

Thank you for giving up your time to volunteer with us! Access Adventures was founded by volunteers, and our incredible team of passionate and loyal volunteers remain at the heart of everything we do.

**Our vision** is a world where people with disabilities have equal access to the benefits of adventure sports.

**Our mission** is to deliver life-changing adaptive adventure sports.

Stories from participants illustrate what a positive impact our services can have.

We aim to:

**Challenge expectations** - we inspire people to break boundaries

**Encourage progression** - in a supportive environment

**Increase confidence** - we provide opportunities to empower & motivate

**Promote community** - we offer a welcoming space for a long-lasting impact

None of this is possible without our volunteers - we're looking forward to you joining the crew!

This pack should give you everything you need to get started.

Please contact [clare@accessadventures](mailto:clare@accessadventures) with any questions or concerns



# EDGE ADAPTIVE SPORTS CENTRE

We are very fortunate to have an accessible lakeside facility. This includes a clubhouse with changing rooms, kitchen, bar and BBQ hut. There is also an accessible dorm-style accommodation block.

## **The Team**

Adaptive sport requires a big team! We have over 70 volunteers actively involved in delivering our programme of activities as well as helping keep the site and equipment maintained.

There are 3 full time staff members who founded the charity back in 2015. In addition, 2-3 seasonal staff members join the team for the summer.

# ADAPTIVE WATERSKIING VOLUNTEER ROLES

## **Observer**

Access Adventures never sends a skier (or skiers) out without a trained observer on the boat. The observer is responsible for the safety of that skier (or skiers).

## **Instructors (Lead & Assistant)**

Instructors support skiers in the water. They set-up the most appropriate equipment, and are responsible for the on-water safety of the skier.

## **Jetty Management**

Responsible for managing the ski list and communication between the skier(s) and boat crew.

## **Driver**

Have a minimum Ski Boat Driver Level 2 qualification from British Waterski & Wakeboard, plus experience driving specifically for disabled skiers & riders.

## **General**

There are so many essential responsibilities that contribute to our participants having the best experience possible! Examples include food preparation, photography, clearing up, site maintenance, carrying equipment, helping skiers get ready (promoting independence wherever possible), plus general motivation & encouragement!

[Link to more information on these volunteer roles](#)

# COMPLIANCE

## Safeguarding

Access Adventures works with children and vulnerable adults. We expect volunteers to understand and commit to the organisation's safeguarding policy and procedures.

[Link to Safeguarding Policies](#)

## DBS

As part of our safeguarding process we ask all our volunteers to have an up to date enhanced DBS certificate.

[Link to DBS information](#)

## Other policies

[Link to Emergency Operating Procedures](#)



# WHAT HAPPENS NEXT?

We hope that once you have attended the 'volunteer training day' you will feel inspired and excited to join our team and start volunteering with us!

The training day is just the beginning. There is always more to learn, which happens with time. Volunteering with us is completely flexible - there is no requirement to commit to a certain number of sessions. Any time you volunteer with us you will be making a big difference, and you will be very much appreciated. You may find that the more time you spend volunteering with us the more confident and involved you become.

We will share the dates and details of our upcoming sessions and you can let us know which you are interested in and available for.

We will invite you to join our 'Volunteer Noticeboard' on WhatsApp. This is a one-way group where we send out requests for help. Volunteers respond to us directly if they are able to offer any time.

We also arrange regular socials throughout the year which are a great opportunity to meet our other volunteers & participants and get involved with the community.

Welcome to the Access family!

# VOLUNTEER AGREEMENT

We believe that the volunteer relationship is built on trust and mutual understanding. We want you to feel welcomed as a valued member of our team.

We aim to be flexible and supportive, and will do our best to make your volunteer experience both rewarding and fun.

This agreement sets out what support you can expect from us when you volunteer, and the expectations from you as a volunteer.

As a volunteer we ask that you:

- Strive for the best that you can do and complete your volunteering activities with dedication and commitment
- Follow and operate within our policies and procedures
- Act responsibly and within the law
- Maintain confidentiality of our activity, our participants, our team and our procedures
- Value and respect the rights of our participants
- Work in partnership with staff and other volunteers to ensure a positive experience for our participants
- Let us know if you are having any problems or if you have any complaints, concerns or feedback
- Meet agreed time commitments and give reasonable notice when you're not available so that arrangements can be made

In return we will:

- Introduce you to how the charity works and your role within it
- Give information about our work, policies and procedures
- Offer training and support for your role
- Strive to resolve any concerns fairly and reasonably, applying our complaints procedure when it's needed
- Respect and listen to your feedback, and keep you informed of any changes
- Ensure your health, safety and welfare
- Encourage a positive and supportive volunteering experience

This agreement is in honour only. It is not intended to be a legally binding contract and either Access Adventures or the volunteer can end the agreement at any time.

**Please complete and sign the online volunteer agreement [here](#)**