

I Bike Officers' Guide to I Bike Volunteering

Sustrans Scotland



This guide is written for I Bike Officers, and provides lots of information on how to support your volunteers to provide an excellent volunteering experience.

I Bike Volunteers provide invaluable support to I Bike officers across Scotland and can help you to sustain the work in your schools as you move on.

Having extra help from an I Bike volunteer with a Bike Breakfast, Smoothie Bike or Playground skills session can really help to make things run more smoothly. The help they provide with Learn to Rides session allows you to give more children the focused attention they need to become new cyclists. We would often not be able to run activities, like on-road Bikeability training and led rides that require higher adult ratios, without our volunteers.

Recruiting volunteers

How are volunteers recruited?

The I Bike Volunteering Project Officers are responsible for recruiting volunteers across Scotland.

We advertise our volunteer opportunities:

- On the Sustrans, Environment Job, Charity Job and Volunteer Scotland websites
- At local volunteer centres
- At other local venues e.g. libraries (varies, depending on staff capacity to flyer each area)
- At I Bike schools – flyers, posters and social media
- Through word of mouth in the local area

What can you do to support the recruitment of volunteers?

Please direct anyone interested in volunteering to your I Bike Volunteering Project Officer.

You may also recruit locally. Here are some tips from other I Bike officers on recruiting volunteers at schools:

- Invite parents to Bike breakfasts
- Network with parents, especially those wearing a bike helmet!
- Attend parents night, especially at new schools as that allows you to introduce the program to parents and also recruit possible volunteers
- Carry a handful of volunteering leaflets with you.
- Ask your school to see how they can help to advertise to their parent community.
- Give potential volunteers a flyer or contact details for an I Bike Volunteering Project Officer.
- Take their contact details and pass them onto an I Bike Volunteering Project Officer, who will contact them with the initial registration steps.

Volunteer induction

How do volunteers sign up?

Please direct any volunteers you may have recruited to your Volunteering Project Officer. Potential volunteers will be asked to complete a short application form to register as a Sustrans volunteer; we ask for 2 references for schools volunteers.

The I Bike Volunteering Project Officers then deliver an induction and complete a PVG check with each volunteer. The induction takes about an hour. We will come to your area to do this, or do this via video call if travel is not possible. You will be invited to meet the volunteer at the induction.

The induction includes:

- Details about I Bike
- A chat about what they want to get out of volunteering
- Volunteers are given the I Bike Volunteering Pocket Guide, the generic Sustrans Volunteer Handbook, Safeguarding & Incident Reporting Guidance.
- A Sustrans Volunteer hoodie / t-shirt
- Access to the I Bike volunteering TeamUp calendar to sign up for volunteering opportunities
- Invite to the local I Bike volunteers whatsapp group (if relevant)

See more about volunteer induction on the I Bike resources website:
<http://ibike.sustrans.org.uk/resources/induction/>

Volunteers are offered the following training:

- Cycle Training Assistant
- Cycle Ride Leader /Assistant
- Essential Cycle Skills
- Basic Bike Maintenance training and Bronze Velotech
- Other training opportunities such as first aid training, child protection courses, teaching learning riders, etc.

Volunteers in schools

When can volunteers get started in schools?

For safeguarding purposes, registered Sustrans volunteers must have a completed PVG disclosure check before starting in schools.

Once a new volunteer's PVG disclosure check has been satisfactorily completed, they can sign up for volunteer opportunities in your area via the I Bike Volunteering TeamUp Calendar.

Who is responsible for volunteer management?

The I Bike Volunteering Project Officers are the supervisors for all the I Bike volunteers. They will provide ongoing support, events and training opportunities for volunteers. However, as an I Bike officer, you will be the volunteers' more local and regular point of contact, so you are in a position to provide support and advice to the volunteer.

How can volunteers help I Bike officers at schools?

Please refer to the 'Pocket Guide to I Bike Volunteering'. This is to guide volunteers through their role. There are lots of tips in here & it's worth a read, as it provides a lot of information about how you could involve volunteers across a broad range of outdoor and indoor I Bike activities.

Download the Pocket Guide on the volunteering section of the I Bike resources website: <https://ibike.sustrans.org.uk/resources/pocket-guide/>

Health and Safety

Sustrans volunteers are covered by Sustrans H&S and public liability insurance whenever they volunteer for Sustrans; as long as they adhere to Sustrans health and safety procedures. Please share your risk assessments with volunteers; you can attach documents to the activity information on the volunteering calendar (teamup).

If any of your volunteers are assisting schools activities without Sustrans staff present, please have a chat to your volunteer co-ordinator to ensure we are supporting the volunteers effectively with the correct H&S measures in place.

The TeamUp calendar

What is the TeamUp Calendar and how does it work?

This is an online calendar. It is straightforward to use; your I Bike Volunteering Project Officer will give you access and show you how to use the calendar, and can provide you with additional guidance notes.

I Bike Officers enter school activities that they would like volunteers to help with e.g. bike breakfasts and playground skills sessions, on to the calendar. I Bike volunteers then sign up to help via calendar. There is a different coloured calendar for each I Bike area. Using the calendar to sign up to activities cuts out a lot of emails between I Bike Officers and volunteers.



3:30pm Royal High High Bike Club (Anyone able to support a led ride, ideally someone up for committing to a few of these)

Edit Event

Print **Share** **Delete**

Title: Royal High Bike Club
 When: 8/30/2020 3:30PM to 5:30PM 8/30/2020
 Calendar: **Edinburgh I Bike volunteering**
 Who: Anyone able to support a led ride, ideally someone up for committing to a few of these
 Where: Meet at Royal High School, Davidson's Mains
 Repeats: Weekly on Tuesday, until Dec 20, 2016

More **Save** **Cancel**

Top Tips from I Bike Officers

Communicating with your volunteers:

- Have an initial meeting and chat to the volunteer before they attend their first session - this is usually arranged by the I Bike Volunteering Project Officers.
 - Find out why they are volunteering and what they want to do, and when they are available
 - Find out what level of input they would like to provide – some prefer to observe and shadow before helping to deliver any activity
 - Wear a Sustrans top so they can identify you the first time you meet them!
- Share contact details – whatsapp group / phone /email - store in your work phone
- Ensure volunteers know the details of the activity they are attending and what to bring and expect on the day. You can add this level of detail on the volunteering calendar or drop them a message.
- Remember to check the volunteering calendar to see who has signed up
- Let volunteers know asap if activities are changed or cancelled
- If something is cancelled last minute, and the volunteer has already travelled to the school, you could offer to buy the volunteer a coffee and take the chance to catch up with them
- Text on day of activity, if necessary, to make sure they are coming
- Send volunteers your termly newsletter
- Set up email group of your volunteers for group communications. On completing their application form, volunteers agree to their email address being shared with other Sustrans staff and volunteers.

Supporting & Connecting

Supporting your volunteers:

- Look for ways to build their capacity, where appropriate – e.g. experienced volunteers could lead a group
- Demonstrate that they are valued and use their knowledge
- Positivity – they need to enjoy it too!
- Remember they are volunteers
- Don't assume they all want the same thing
- Work to their strengths
- Give timely feedback
- Ask for their feedback
- Meet up in quiet season to maintain contact with volunteers
- End of year or term lunch / social / bike ride

Accessing volunteer management documents on sunset:

These are located under: Departments > Volunteer Engagement

