Gloucestershire Wildlife Trust

New Volunteer System Guidance

For Volunteers

Contents

Common Puffball Group © Mike Taylor

Introducing our new system

Whelford Pools © Nathan Millar

The new VMS, powered by the TeamKinetic platform, is a system that will transform volunteering at Gloucestershire Wildlife Trust. Adopted by Wildlife Trusts across the UK, this system aims to bring significant benefits to both volunteers and staff.

The Wildlife Trusts identified a need for a better way to manage our volunteer activities. After a rigorous search, we selected a platform that meets the needs of both volunteers and staff.

Our new system will offer better access to volunteering opportunities, self-service capabilities for volunteers, improve admin efficiency for staff and streamline the sign-up process.

Gloucestershire Wildlife Trust

User guide

How to sign in
Once you have registered you can use this link to sign in:
https://gloucestershirewt.teamkinetic.co.uk/

How to change/reset my password
If you are already logged in, scroll down on the left hand side bar to 'change password'. If you forget your password, you can press 'forgot my password' on the login page and pop in your email address to receive further instructions via email. This may take a few minutes to arrive. Remember to check your spam/junk folder. Only click the reset link once – multiple clicks may delay the process.

Getting started and navigating the site
The first time you log in, you will be directed to a first time log in screen (also accessible from the resources section of the site). On there you will find the all important short video that The Wildlife Trusts have pulled together on **how to use the site**, which explains all the features in more detail.

Use this link to watch our video on how to use the site, or alternatively you can scan this QR code!

https://vimeo.com/947013873/de6e0ca68b?share=copy

Keeping your profile up to date

Below is an example of a profile page. If you scroll down you will find information including your contact details, your emergency contact details, photo consent, medical information, information on certificates or licences you might hold, and other information. You are responsible for making sure your details are up to date.

If you are able to fill out the fields on certificates, licences and other skills then we can potentially contact you about exclusive opportunities that come up . E.g sometimes staff identify a need for people with skills such as carpentry or having a specific species licences, so we can individually contact you if an opportunity comes up that you might be interested in.

There are EDI (Equality, Diversity and Inclusion) fields on the profile page. By having this information we can better understand the current volunteer team we have, and can work on making our volunteering offer more inclusive, but there are 'prefer not to say' options if you do not want to share this information with us.

If you stop volunteering with us

If you stop volunteering with us please log in and officially 'close your account' which is an option located at the bottom of the left hand bar on the screen. It would be great to let your volunteer leader know too if possible.

Wrong date of birth on the system

Please note that if you were migrated from our previous system then you have all been put in as having the DOB 01/01/1990. The system asks new starters for date of birth to ensure that the system can stop people joining opportunities if their age doesn't fit with restrictions, e.g making sure a 15year old doesn't join an opportunity, or an over 25 joining the youth advisory group. You are welcome to change this if you would like to, and anyone in the youth advisory group will be asked to change this to avoid potentially being blocked from the opportunity in future!

You don't need to click the back button through the months to find the right year of birth – if you click on the year it will give you the option to scroll through years first. I believe on a computer you can type the DOB straight into the box.

Please note the system has a feature to notify us of birthdays, so if you don't change your date of birth there is a chance that you recieve an email on the 1st January wishing you a happy birthday! (This is a feature that can be switched off on the notifications tab when you sign in).

App or no app?

The company who run the system we use have an app, but it is not specific to GWT volunteering (that would have been an additional cost to us to have a private app created). If you were to use it, it would give you opportunities outside of conservation too. We have heard from other Trusts that went live before us that their volunteers like the app, and the format works well if you are accessing your account from your phone.

You may wish to save the login page as a 'favourite' page or bookmark, or just to access log in link from email. The new system will be linked to our GWT website in a couple of weeks once our current volunteers are all on the right volunteering activities, so that will be an additional way to access the site.

Coombe Hill © Hannah Bottrill
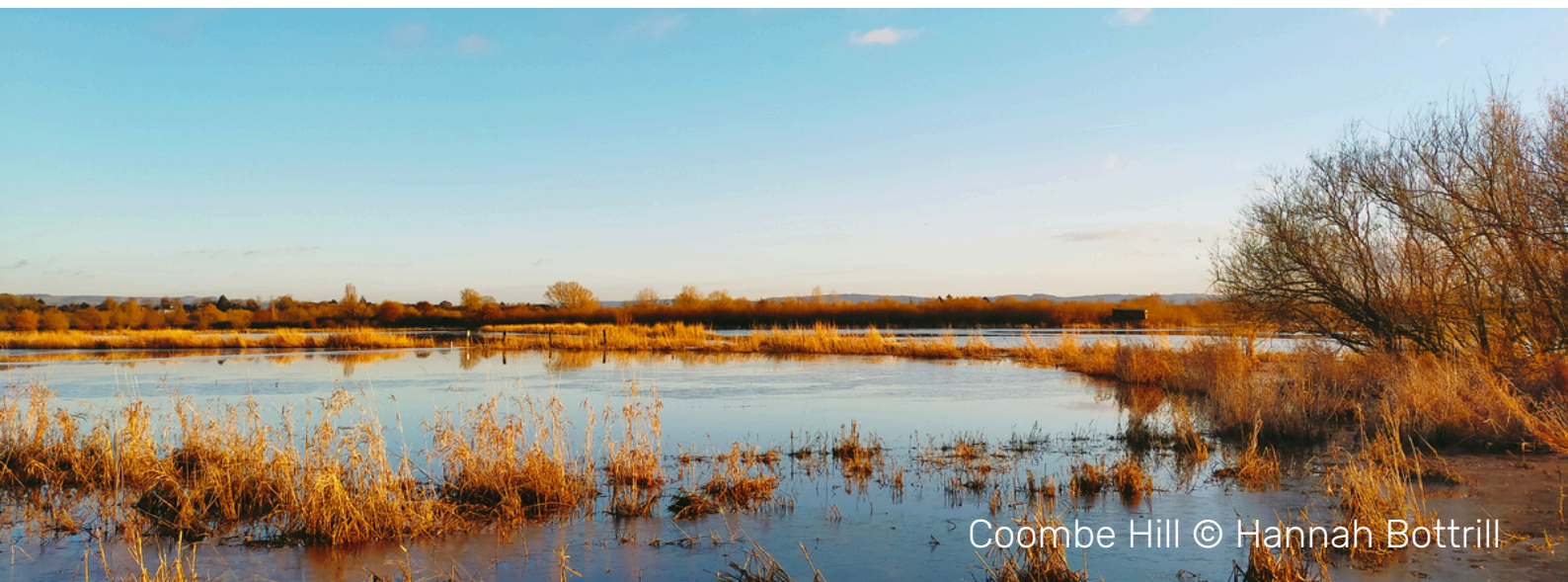
Logging hours

Our new system will allow us a better solution for collecting volunteer hours. This is important information which can be used for future funding bids.

If you are a volunteer on a work party or group activity we are asking our volunteer leaders to log your hours, as this can be done in bulk, and the understanding is you likely follow a pattern with your volunteering (e.g once a week for 4 hours, or a one off session where you have all done 5 hours) and are all grouped together on the system. Examples of roles where this would apply would be work party volunteers, those on group HabiMap blitzes and NRCM Surveying volunteers.

If you are a volunteer who works independently, remotely or without such close supervision of a staff member, we would like you to log your hours on our system. You do not need to log hours every time you have completed an activity, but if you could aim to do this at least once a month that would be great. The closer you are able to do it to an activity, the better, but we appreciate you are busy bees with lots of other responsibilities outside of GWT volunteering! Examples of roles that would need this include wardens, HabiMappers (non-blitzes), livestock checkers, gardening volunteers, schools quiz volunteers and office workers, *unless your volunteer leader says otherwise*.

If your role isn't mentioned above and you are unsure which category you fall into, please ask your volunteer leader or the volunteer coordinator. If you do multiple roles, follow the guidance for each of your roles. This may mean you log hours for some activities and not others.

To log hours you will either have specific dates to confirm (which will appear on the home page as actions to complete), which is what we call "session-based opportunities", or your volunteering activity might have been set up as what we call a "flexible opportunity", where there is a flexible date option, so that you can put your dates in yourself. The most common reason for the latter is because it has been agreed as a flexible opportunity that you can do at a time that suits you.

If the latter, you will need to go onto the opportunity and press 'log hours'. It will then take you to the screen below where you can enter how many hours and on what date. If it is the last time you are logging, there is an option to state that you won't be attending that opportunity again so that the system knows the volunteering has been completed.

You can log hours any time after attending. Your total hours will be viewable on the homepage dashboard. Your hours logged and total hours might not add up - this is because your volunteer leader needs to validate the hours.

Logging hours for session-based opportunities

Session-based opportunities occur on a fixed date and time, so the hours will generally be pre-defined.

1. **Locate the relevant Opportunity.** Once you have attended a session, return to your volunteering homepage on the TeamKinetic portal. Here, you will see the sessions that you are required to log hours for. As below:
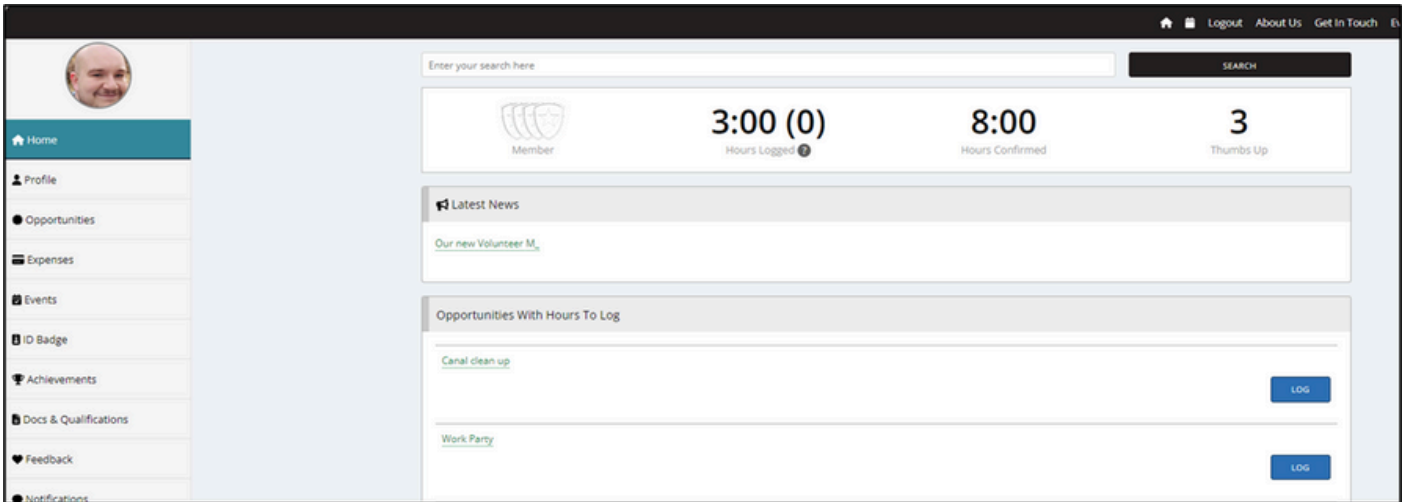
2. **Click "Log".** For session-based roles, select "Log" next to the opportunity. This will take you to the next page, where you may be asked to leave feedback for the opportunity provider, and where the sessions you can log hours for will appear. These sessions will be in the past and you may have more than one session to log hours for.
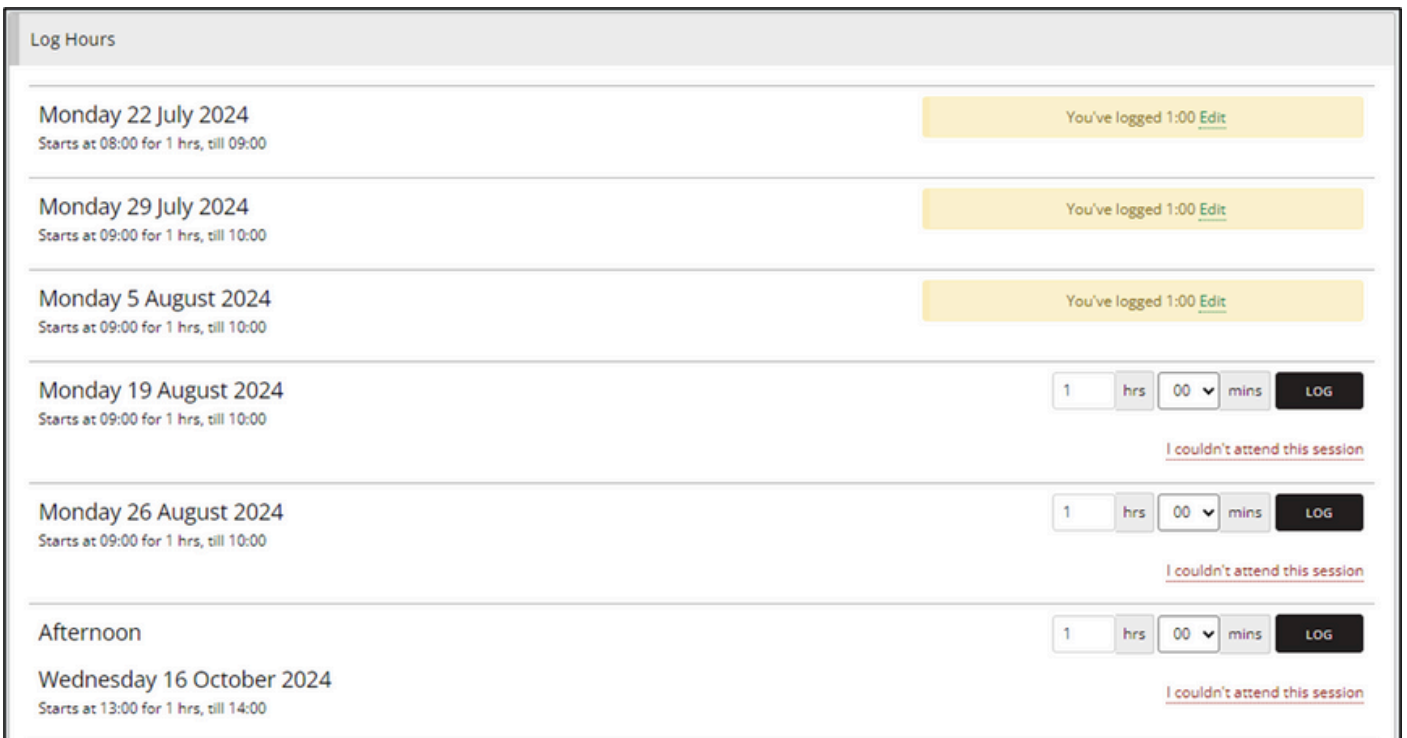
Please note that you can also edit previously submitted hours, if you've made a mistake.

3. **Enter Hours.** The hours will automatically populate based on the scheduled session time. Confirm the details, and submit your hours by hitting the 'Log button'. Once done, your total hours logged will increase in line with the amount logged.
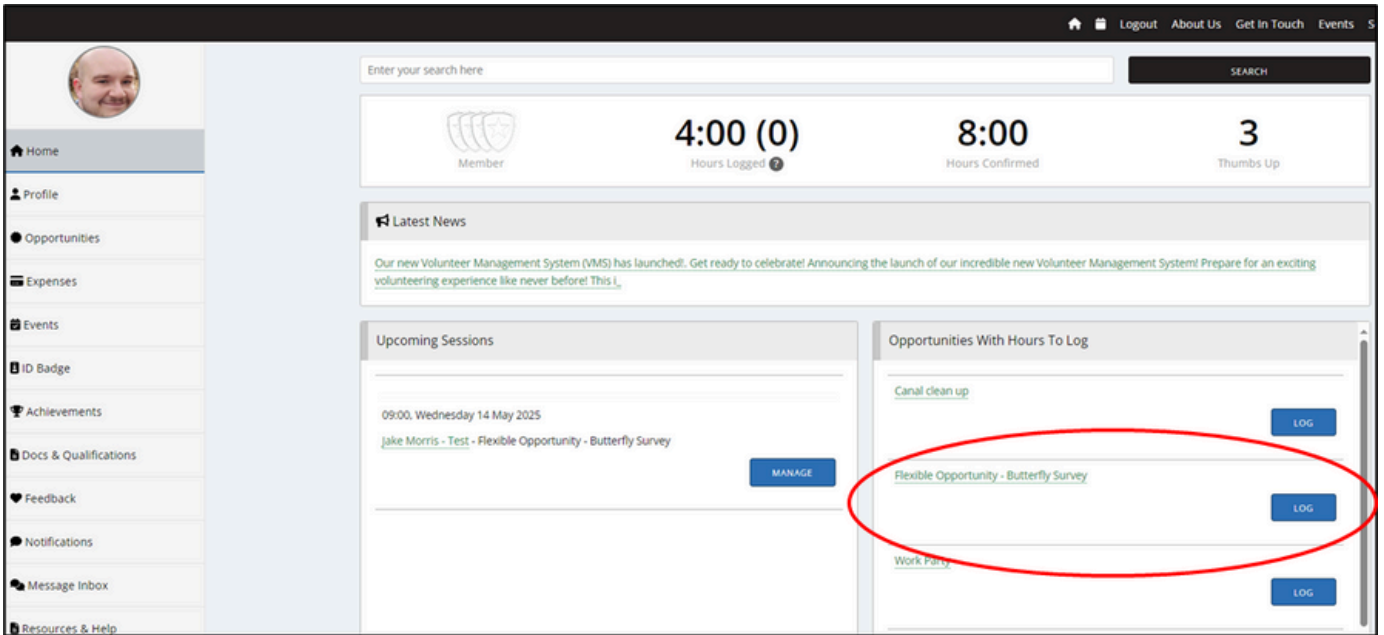
Important:
- You cannot record more hours than the session allows. If the session was scheduled for 3 hours, the system will cap your logged hours accordingly.
- If you attended only part of the session, you can adjust the hours within the session limit.
- You can also find opportunities with hours to log via the opportunities tab on your profile. However, these will be same as on the homepage. See below:
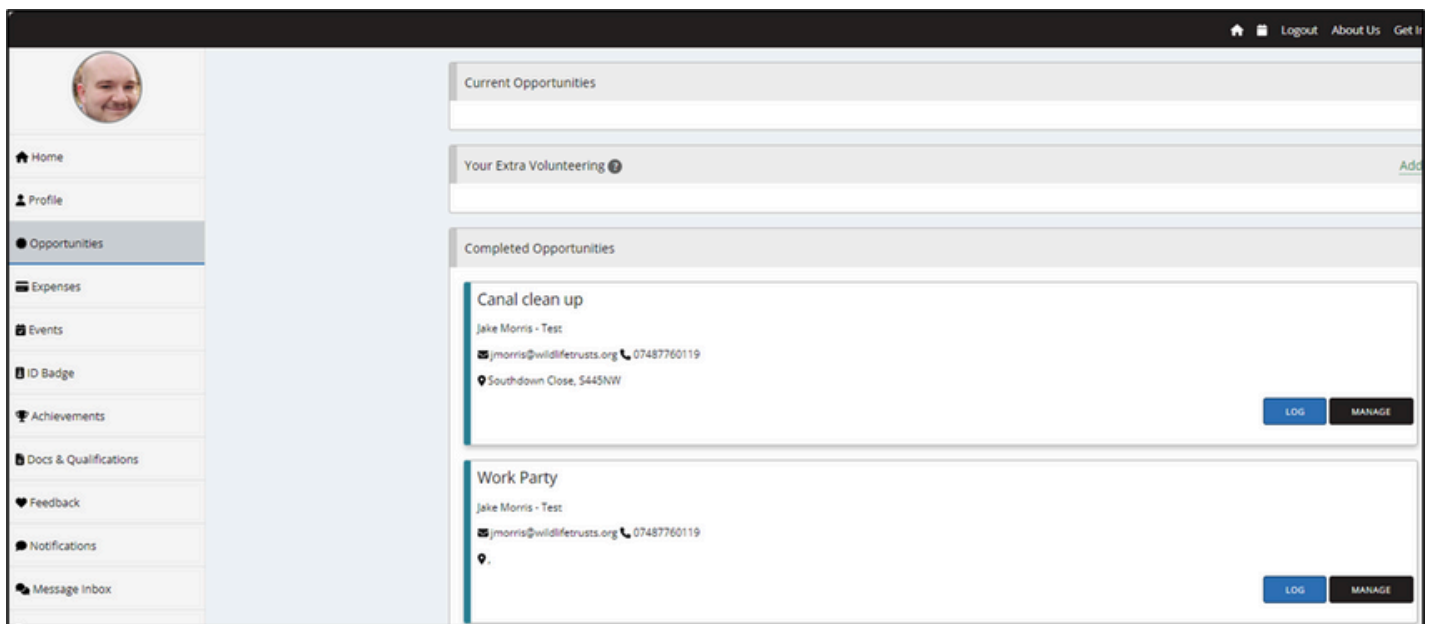
Logging hours for flexible opportunities

Flexible opportunities allow you to volunteer at any time that suits you and log the actual hours you worked.
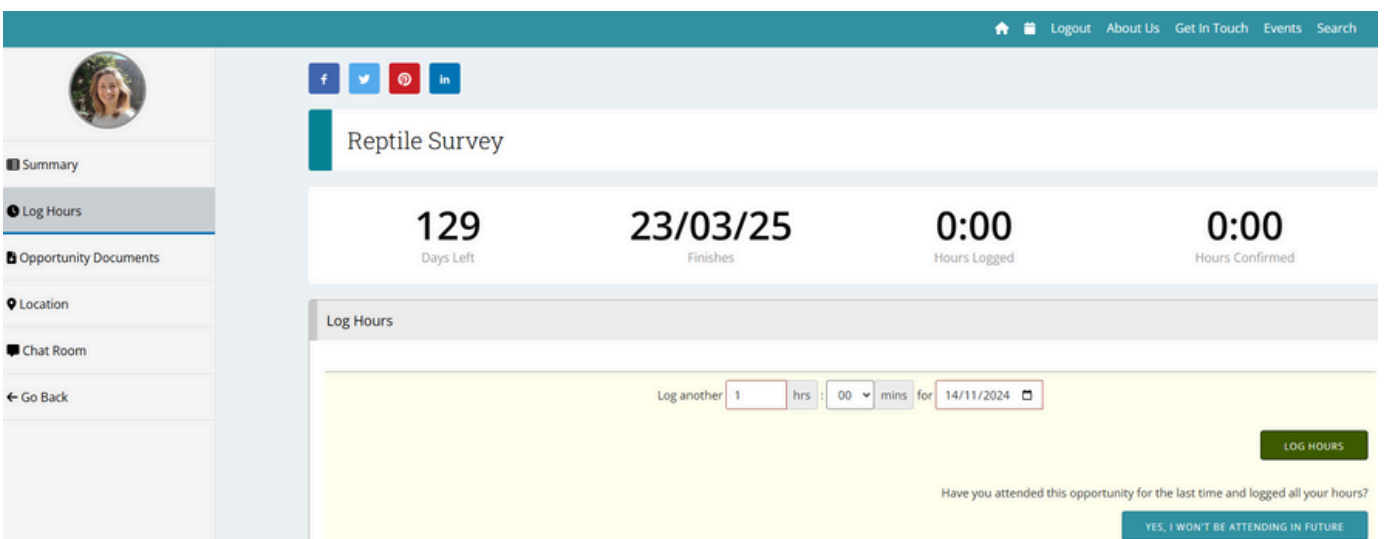
1. **Locate the relevant Opportunity.** Once you have attended a flexible session, return to your volunteering homepage on the TeamKinetic portal. Here, you will see the sessions that you are required to log hours for. For this example, we'll record hours against 'Flexible Opportunity – Butterfly Survey'. As below:

2. **Click "Log".** Select "Log" next to the opportunity. This will navigate you to the next page where you may be asked to leave feedback for the opportunity provider.

3. **Enter Actual Hours.** Input the number of hours you spent on the activity and the date you attended. Flexible roles allow you to record any amount of time up to 24 hours per entry. Confirm and log your hours.
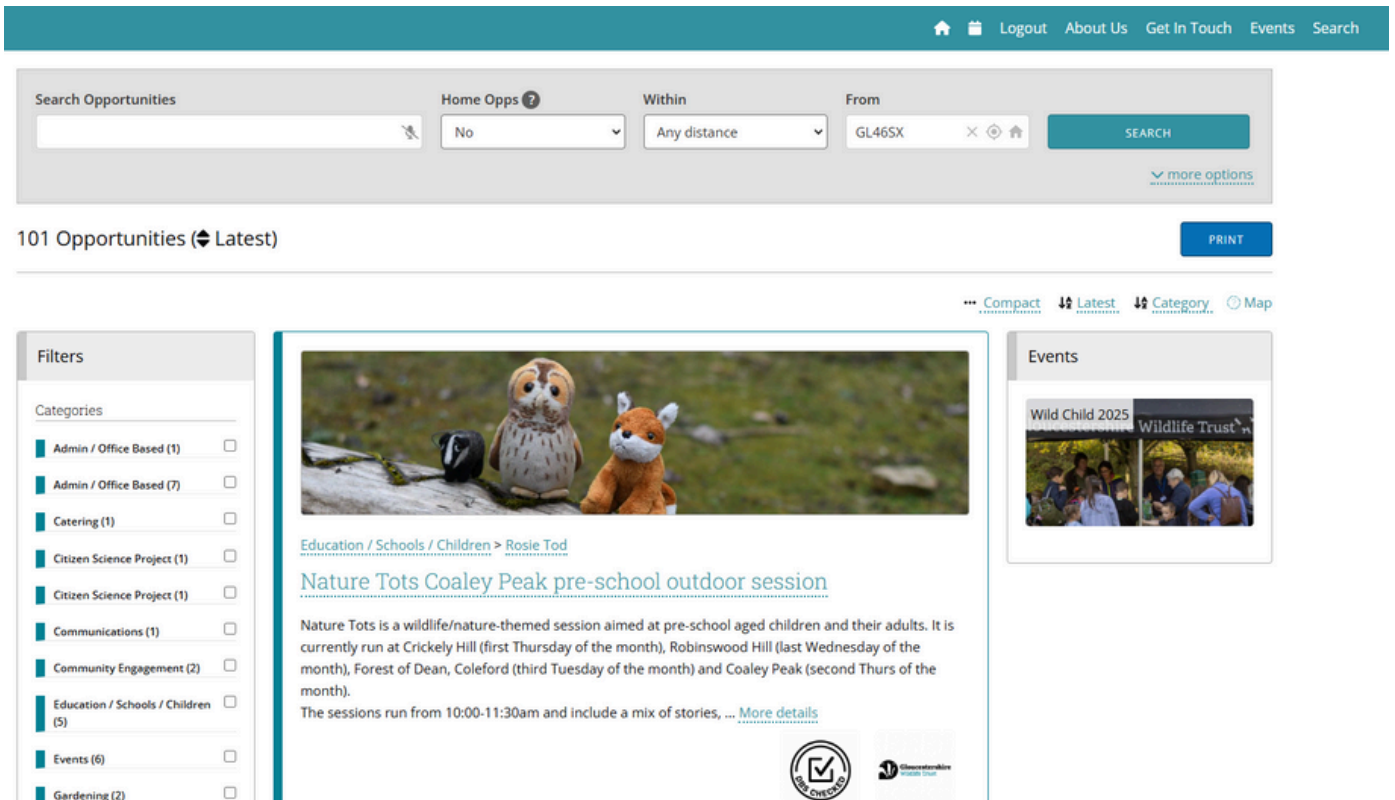
If it is the last time you intend to do hours on this opportunity then you can confirm this at the bottom of the page, so the system knows you are all finished up!

Finding other opportunities

Our new system allows you to see current live opportunities posted by GWT staff - no waiting once a month for the newsletter anymore! To find new opportunities click the search bar at the top of your page after logging in.

Some opportunities will be ones you can join straight away, where others you might need to apply first. Some roles, such as ones working with children or vulnerable adults, will require you to go through a process first before you can start the role (which only needs to be done with the Trust once, not every time you join an opportunity working with children or vulnerable people).
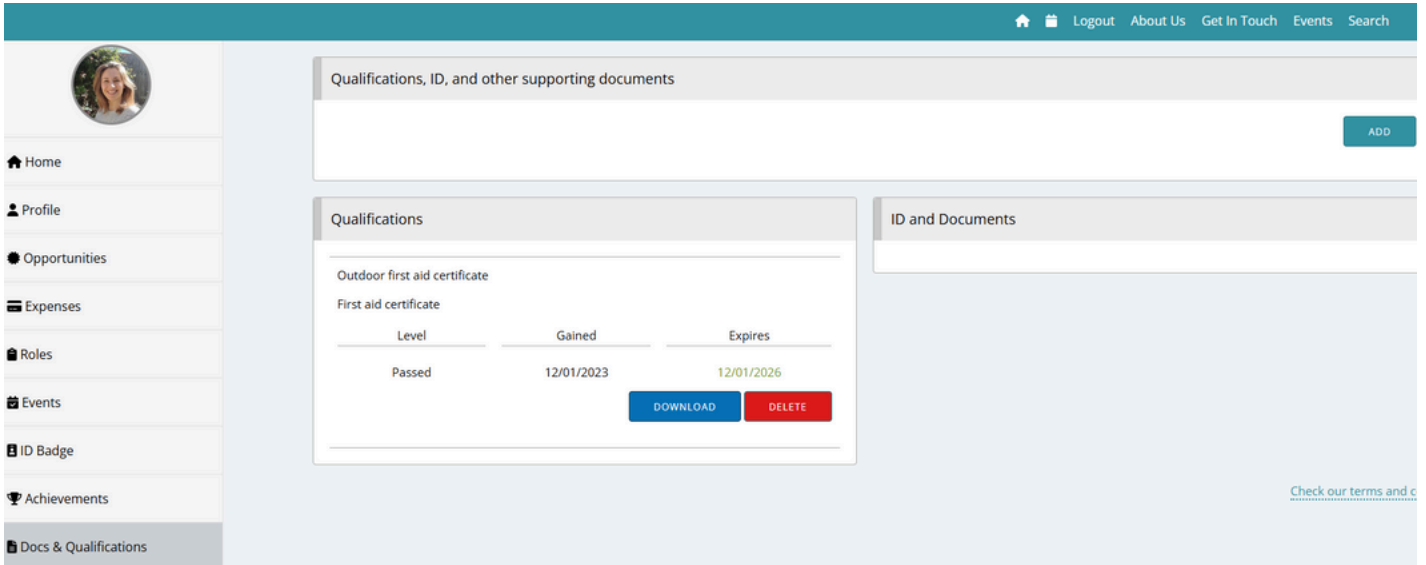

Uploading certificates and licences

If you undertake training with us, such as first aid, brushcutter or chainsaw training, you can save your certificate in the Qualifications, ID and Other Supporting Documents section of your account.

There might be other documents that you think your volunteer leader would need access to, such as a species licence. Feel free to upload any documents in this section that you think could be of use, or requested by your volunteer leader.

Logout About Us Get In Touch Events Search

Qualifications, ID, and other supporting documents

ADD

♠ Home

♣ Profile

✿ Opportunities

▤ Expenses

▸ Roles

▦ Events

▯ ID Badge

♛ Achievements

▤ Docs & Qualifications

Qualifications

ID and Documents

Outdoor first aid certificate

First aid certificate

Level	Gained	Expires
Passed	12/01/2023	12/01/2026

DOWNLOAD   DELETE

Check our terms and c

Expenses

To claim for expenses you first need to put in your bank details on the expenses tab. Once you have done this you will be able to fill in a form to claim expenses. You can claim for any volunteer activity. If you can't see it in the drop down, please let us know so we can sort this out.

We have requested adding in extra sections to the Expense section, and being able to edit the text fields so we can add in more information, so this section of the site will be a work in progress! For now you can either continue to claim expenses through the excel form as before, or if you are claiming through the system please explain where you are travelling to in the further information box. If you are claiming for multiple journeys list them all in this box. Make sure your correct address is on your profile page. Calculation for travel is 40p per mile (max 40 miles/£16 a day). Public transport claims need a receipt.

Add New Expense

Opportunity

Reptile Survey (23-09-2024 - 23-03-202 ⌄

Claiming For

Travel

Any further info?

Home to Robinswood Hill (return) 11/11/24 and 12/11/24

Date

14/11/2024 📅

Value

8

Receipt

Choose file No file chosen

SAVE

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Data handling

How we hold your data

We will only ever collect, store and use your personal data when we have an identified purpose and reason to do so. The ICO (Information Commissioner's Office) refers to this as a 'lawful basis'. If you are a Gloucestershire Wildlife Trust volunteer, we collect your personal data so that we can keep in touch with you, for example:

- Changes to planned volunteer work programmes that you may be taking part in
- The positive impact you have on our work, by sending you our volunteer newsletter (opt in required)
- Dedicated volunteer thank-you events
- Details of other volunteering opportunities

Your data will be held securely and you can request to see what information we hold about you at anytime, ask to stop being contacted by the Trust and have your details removed. View our full privacy policy here.

Our new system means you are in more control of the data we have on you. There are different communications that you can opt in or out of, which can be found on your Notifications tab when you log in (left hand side). When you stop volunteering, we ask that you close your account, which is the last option on the bar on the left hand side.

Help us develop our system

We have been lucky that we are not the first Wildlife Trust to adopt this system, so we have been able to launch with prior knowledge on how other Trust volunteers have found the site. However, we would love **your help** to keep shaping it to a system that works well for both staff and volunteers.

If you have any feedback on the system, please use this link so we can look through and track the feedback we receive. New ideas that we would like to request can be put forward to the company who have designed it, but other feedback we might be able to work on in-house too.

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