

# Biblines Volunteer Warden Role Description

## About Biblines

Biblines Youth Campsite is a wonderful site situated in the Wye Valley Area of Outstanding Natural Beauty, in Herefordshire. The riverside location surrounded by woodland has been a special place for youth groups to enjoy nature and camp for many decades. The Biblines site is owned by the Forestry Commission and the Woodcraft Folk are delighted to have been awarded a long-term lease to develop and safeguard this special place. Our vision is to make Biblines a welcoming and inclusive site where young people can come to enjoy and learn about the natural environment for many years to come.

## On Site

Biblines can accommodate many visitors but as the site ribbons a large meander in the River Wye there is still plenty of space and seclusion. The site offers: -

- **Camping Pitches:** each of the 13 pitches are large enough to accommodate a sizeable district, though adjacent pitches can be booked for very large districts.
- **Camp Kudo:** during the 2018 season Woodcraft will be setting up a fixed camping pitch, ready with tents, mats and cooking equipment, to make camping more accessible to groups that may not have their own equipment.
- **The Burrow:** a unique construction built into the slope of a field provides a special place for a minibus of young people to have a camping experience, with the benefit of protected bunkbed sleeping pods and an enclosed outdoor play area.
- **The Bunk Barn:** Woodcraft are starting a renovation project to bring the site's bunk barn back into full usage to offer groups a year-round accommodation and an outdoor learning space.

Biblines offers lots of opportunities for campsite activities and walks and bike rides from the site. In the local area we work in partnership with local providers to access a wide range of outdoor pursuits including canoeing, climbing and caving.

## Our Guests

Biblines welcomes groups from schools, youth and community groups.

## Volunteer Wardens

Volunteer Wardens will be an essential part of our site team at Biblines, offering visitors a friendly welcome and support throughout their stay. Wardens must be Woodcraft Folk members with a current DBS certificate. All volunteers will be required to undertake Warden training and it will be an advantage to have a practical knowledge of group camping. Volunteer Wardens will work in collaboration and be supported by the site team of Project Manager and Site Assistant. In addition, a Warden's site manual will be provided. Wardens will normally be accommodated in the on-site cabin, which includes beds, kitchen and a log burning stove. Any adult accompanying a warden must be DBS checked. In peak season we would welcome support for more than one volunteer warden.

## **Role Purpose**

The warden role is to:-

- Represent Woodcraft Folk in general and Biblins in particular in welcoming, supporting and dealing with site visitors. This entails being professional at all times, respecting the groups privacy during their stay and being courteous and polite.
- Manage the centre appropriately and within the guidelines of the Warden Manual, Biblins Policies and group information supplied prior to the booking.
- Ensure the safety of all at the site during their stay.
- Ensure the site, facilities, buildings and furnishings are treated appropriately.
- Contact their 'On-call Manager' on arrival and to use the services of the 'On-call Manager' to ensure they deal with problems and manage the centre appropriately.
- To self monitor and always ensure they are working within their level of competency.

## **Tasks**

Specifically, wardens are asked to:-

- Welcome the groups to the site by being at the centre on their arrival, and to check-in with groups daily to ensure all is going well.
- Support groups to settle at the centre, answering any questions and ensuring the group has all they need to support their stay.
- When appropriate, address a group circle setting out how to use the site and/or accommodation appropriately, especially fire risks, and to answer any questions the group may have.
- Ensure groups understand the arrangement for making emergency calls from the site.
- Offer support and advice on practical camping and equipment issues as required.
- Answer questions and provide information about on and off-site activities e.g. walking routes.
- Lend out kit ensuring payment is made and all kit is returned after use.
- Run a WcF shop when appropriate.

- 0 To make appropriate decisions to book in and take payment from any ad hoc visitors e.g. backpacking youth groups/Duke of Edinburgh campers.
- 0 Ensure visiting groups understand their responsibility to clean shower and toilet blocks, washing up stations and Burrow on a daily basis and explain as required use and location of cleaning utensils and products. Make a daily check of shared facilities.
- 0 Ensure facilities are in a clean and tidy condition on the last day of hire. (e.g. as set out on the 'Everything Just So' Form)
- 0 Ensure the Burrow and Camp Kudo resources are left secure and/or locked following group departure.
- 0 Note briefing update from Project Manager and Site Assistant regarding site developments, e.g. contractors undertaking building work on Bunk Barn, and support good communications and safety.
- 0 Encourage group leaders and young people visiting to provide Woodcraft Folk with feedback and suggestions following their stay and also to post comments on public sites such as Trip Advisor.
- 0 To provide feedback to the Project Manager and Site Assistant and flag up any issues that arose during the Warden's time on duty.
- 0 To refer any safeguarding concerns or child protection issues that arise to the Project Manager.

**Date agreed:** February 2018

**Review date:** February 2019, or sooner as required

Revisions will incorporate the experience of our Volunteer Warders, site team and the development of the on site facilities e.g. Bunk Barn.