



# Volunteer Policy Handbook

**2018**

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## 2. Signing In and Fire Procedures

When you first come into the studios you must sign in. To sign in, write your name in the book to indicate that you have arrived at the Hospital Broadcasting Service (HBS). If you need to go out at any point throughout the night you can tick to say you have left, tick in when you return. When you leave at the end of the night tick 'left'.

The signing in book is our fire log and helps us account for each volunteer in the building should the fire alarm sound.

The alarm inside the studio and music library are flashing lights (if you are epileptic please let your supervisor know). Once the alarm has gone off, evacuate the building. The supervisor phone the fire brigade. Please take time to read the fire route on the notice board on the main door into the studios and read the fire procedures.

Baltic Chambers is **non-smoking**.

## 3. Your Role as a Volunteer

Volunteers are expected to:

- Participate in induction sessions and other relevant training.
- Comply with all HBS policies and procedures, particularly in relation to confidentiality, accident reporting and health and safety.
- Carry your HBS identification badge at all times and wear as directed.
- Undertake your voluntary role at agreed times.
- Inform your supervisor if you are unable to attend, in advance if possible.
- Give as much notice as possible if unable to continue volunteering.
- Raise any issues of concern relating to your voluntary work with your supervisor.
- Inform your supervisor of any change in contact details, of any relevant changes in your health status and in advance of all holidays and breaks.

Volunteers will be expected to conduct themselves in a reasonable manner, perform their task(s) to an acceptable standard and comply with HBS's policies and procedures. When this standard is not met, appropriate support will be offered to improve the situation. If the volunteer does not then improve sufficiently, their involvement will be reviewed.

In the case of serious breach of conduct or inability to perform agreed tasks, HBS reserves the right to request the volunteer to resign their position.

There are basic duties for volunteers to ensure the smooth running of HBS. All requests collected, should be played the same day. There must be someone to answer the phone at all times, the tuck shop fridge re-filled, if required and the studio kept clean and tidy (you may be required to empty the bins or vacuum).

In addition, there are other duties such as helping source and prepare music tracks for playout on-air, as well as short stories or other creative ideas. Each Volunteer is expected to participate in fundraising.

#### 4. Supervisor

A supervisor manages each evening session and you will be under the instruction of the relevant supervisor. This supervisor is your first point of contact for any matter relating to your volunteering duties at HBS. It is important that you have the necessary contact details for your supervisor, in case of any emergency.

#### 5. Sickness and absence

It is vital as a volunteer that you communicate with your supervisor. If you are unable to attend for your agreed duties or activity, you must contact your supervisor as soon as possible. It is vital that you let your supervisor know and not rely on others to inform the supervisor on your behalf. A good volunteer is reliable and should be available, as agreed, on a regular basis and for majority of the time. Only reliable volunteers will be considered for progression and further training and responsibilities.

#### 6. Dress code

Casual but smart, is expected.

##### *Library and studio*

Appropriate dress is expected, whilst in the studio premises. Interviewees and guests are often on site and it is important to maintain a professional image.

##### *Visiting hospital*

As a representative of HBS, it is important to present a professional image, as you will be speaking to patients, visitors and NHS staff.

#### 7. Telephone policy

When answering the phones please say "Good Evening Hospital Broadcasting Service".

Use of the phones is for HBS purposes only. The line 0141 221 4043 is for patient's requests. Please phone 0141 204 0404 to contact the studio for access to the building or phoning in requests.

HBS phones are available for personal use if required, but we ask that you make an appropriate donation to cover the cost of the call. Money should be put in the tuck shop money box.

## 8. The Music Library

The music library contains the music (vinyl singles, LPs, CDs and MiniDiscs). It is where we process requests using our computerised music catalogue. If this area interests you, then you will be given full training on how to use the Music Library.

The Internet is available on all PCs. The printer should only be used for HBS purposes. If you require to use the printer, please make a donation to cover the cost of doing so.

### *Refreshments/tuck shop/fridge*

There is a competitively priced tuck shop available, stocked with crisps, juice, water and chocolate and self-service tea and coffee making facilities. The microwave and fridge are available to use. Please pay for the items in the money box, which is adjacent to the tuck shop area.

You can make your own drink, but please **keep the area clean and wash-up** afterwards.

### *Mail trays*

Each night has a tray that contains supervisor information, prospective training and mail. Please familiarise yourself with your night's tray.

## 9. The Studio

You may only enter the studio when the red light is **off**. The red light indicates that the presenter is speaking (or about to speak). Do not enter the studio if the red light is on as any sound will be heard through the microphone.

When giving requests to the Presenter, please mention if any have a specific time to be aired.

## 10. Probation Period and Membership

The probation period for prospective members is three months, during which you will complete your induction training and then be assigned to work with one of the regular teams.

After the successful completion of the three-month probation period you may be asked to become a member of HBS. At this point, we would ask you to pay your annual membership fee – currently £5.

## 11. Fundraising

Each volunteer is required to help raise funds for HBS. Funds can be raised by attending HBS events or through your own personal fund-raising.

Regular bucket collections are booked throughout the year. Visit [www.hbs.org.uk/welcome.html](http://www.hbs.org.uk/welcome.html) to see when the next collection is and 'Sign-Up for Bucket Collections', to book your spot.

If you have any ideas for fundraising ideas, please feel free to discuss them with your colleagues and the Fundraising Co-ordinator.

## 12. Confidentiality

All information held on volunteers, is kept in a manner that meets the requirements of the current Data Protection legislation. Patient confidentiality is very important any personal matters that are discussed by the patient and volunteer, should remain confidential.

## 13. Communications

Communication is received by email. It is important that you visit [www.hbs.org.uk/welcome.html](http://www.hbs.org.uk/welcome.html) and 'Sign-Up for Regular Newsletters'. Please also inform your supervisor if your contact details change.

## 14. Expenses

HBS does **not** provide for any personal expenses whilst you are volunteering. You are expected to fund your own transport and out of pocket expenses.

## 15. Constitution and Standing Orders

The Constitution and Standing Orders should be read by all volunteers and members of HBS and can be found online at [www.hbs.org.uk/welcome.html](http://www.hbs.org.uk/welcome.html)

## 16. Health & Safety

Everyone has a responsibility to their own health and safety and that of others around them. The First Aid box is located, behind the door, in the music library. Any accidents should be reported to the duty supervisor for appropriate action.

## 17. Equality and Diversity

### *POLICY STATEMENT*

1. HBS recognises that discrimination and victimisation is unacceptable and that it is in the interests of the Service and its volunteers to utilise the skills of all the volunteers. It is the aim of the Service to ensure that no volunteer or applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation.

2. Our aim is that our volunteers will be truly representative of all sections of society and each volunteer feels respected and able to give of their best.
3. We oppose all forms of unlawful and unfair discrimination or victimisation. To that end the purpose of this policy is to provide equality and fairness for all volunteers.
4. All volunteers will be treated fairly and with respect. Selection will be on the basis of aptitude and ability. All volunteers will be helped and encouraged to develop their full potential and the talents and resources of volunteers will be fully utilised to maximise the efficiency of the organisation.
5. This policy and the associated arrangements shall operate in accordance with statutory requirements. In addition, full account will be taken of any guidance or Codes of Practice issued by the Equality and Human Rights Commission, any Government Departments, and any other statutory bodies.

#### *OUR COMMITMENT*

- To create an environment in which individual differences and the contributions of all our volunteers are recognised and valued.
- Every volunteer is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- Training, development and progression opportunities are available to all volunteer.
- To promote equality in the organisation which we believe is good management practice and makes the organisation stronger.
- We will review all our practices and procedures to ensure fairness.
- Breaches of our Equality policy will be regarded as misconduct and could lead to disciplinary proceedings.
- The policy will be monitored and reviewed annually.

#### *RESPONSIBILITIES OF MANAGEMENT*

Responsibility for ensuring the effective implementation and operation of the arrangements will rest with the Trustees who will ensure that everyone operates within this policy and arrangements, and that all reasonable and practical steps are taken to avoid discrimination. They will ensure that:

- all volunteers are aware of the policy and the arrangements, and the reasons for the policy;
- grievances concerning discrimination are dealt with properly, fairly and as quickly as possible;
- proper records are maintained.

## *RESPONSIBILITIES OF VOLUNTEERS*

Responsibility for ensuring that there is no unlawful discrimination rests with all volunteers and the attitudes of volunteers are crucial to the successful operation of fair practices.

In particular, all volunteers should:

- comply with the policy and arrangements;
- not discriminate in their day to day activities or induce others to do so;
- not victimise, harass or intimidate other volunteers or groups who have, or are perceived to have one of the protected characteristics.
- ensure no individual is discriminated against or harassed because of their association with another individual who has a protected characteristic.
- inform the management if they become aware of any discriminatory practice.

## *18. Grievance procedure*

The HBS Grievance Policy applies to volunteers or trainees of the organisation.

### *Introduction*

HBS aims to create a work environment where volunteers feel valued at work. We also recognise that there may be occasions when volunteers have concerns or grievances and this grievance procedure enables individual volunteers to raise grievances more formally. The procedure provides an open and fair way for volunteers to make known their problems and aims to enable grievances to be resolved quickly before they fester and become major problems.

### *Informal Discussions*

In the first instance, if any volunteer has a grievance about their volunteering or a colleague they should discuss it informally, as soon as possible, with their supervisor (or another supervisor if the grievance involves their own supervisor). The supervisor will take the grievance seriously and ensure that everything is done to try and resolve the issue informally. It is hoped that the majority of concerns will be resolved at this stage.

### **Formal Procedure**

#### *Stage 1*

If a volunteer feels that the matter has not been resolved through informal discussions, they should put the complaint in writing to their Supervisor. If the complaint involves the volunteer's supervisor, the complaint should be put in writing to the Chairman.

A meeting will be held between the volunteer and their supervisor (or other appropriate person) to respond to the complaints raised. The meeting will be an opportunity for the volunteer to explain their complaints and share how they would like them to be addressed. The volunteer has a right to be accompanied to the meeting.

Following the meeting, the supervisor (or other appropriate person) will give a written response within 5 working days of the meeting outlining how the complaint(s) will be responded to. If the complaint is against another member or volunteer or requires further investigation, the supervisor (or other appropriate person) will need to carry out further meetings or investigations. In this case, the 5 working days limit above, may need to be extended. The response will follow this meeting.

### *Stage 2*

If the volunteer feels the issue has still not been resolved satisfactorily, the volunteer must raise the matter, in writing, with the Chairman. The Chairman will invite the volunteer to a meeting where they can discuss the matter and establish how best to resolve the situation. The volunteer has a right to be accompanied to the meeting.

Following the meeting, the Chairman will give a written response within 5 working days of the meeting outlining how the complaint will be responded to. If the complaint is against another member or volunteer, or requires further investigation, The Chairman will need to carry out further meetings or investigations. In this case, the 5 working days limit above, may need to be extended. The response will follow this meeting.

## End of Handbook.