

Divine Television Foundation Ltd

Volunteer Handbook

Version 2.0

(Reviewed on March 2023)



Divine Retreat Centre would like to welcome you as a volunteer and hope it will be an enjoyable experience for all. This handbook contains important information so please read and keep in a safe place for referring to in future.

Please discuss any areas of your volunteering tasks with members of staff but if you have any questions relating to the items in this handbook please discuss with your named contact person.

1. HOURS OF VOLUNTEERING

- Volunteers will be required to work the time pre-allocated/ Pre- agreed as per the agreement letter.
- Volunteers are required to take ample break, and pace their work according to their level of comfort,

2. PLACE OF VOLUNTEERING

- Volunteers will work in the Divine Television Foundation Ltd at Divine Retreat Centre, St Augustine's Abbey, St Augustine's Road, Ramsgate, CT11 9PA. OR Carmel Divine Centre, Nunnery Ln, Darlington DL3 9PN (Please delete appropriately)

3. REVIEW

- Volunteers will be offered regular reviews to discuss any issues or training required. Further training will be offered to those interested and individual training on tasks can also be requested at any time.

4. HOLIDAYS / ILLNESS

- There is no restriction on holidays for volunteers however we ask that they give us as much notice as possible so we can arrange to cover their volunteering slots.
- If a volunteer is unable to attend their slot due to illness, we ask them to phone the office on 01843 586904 (Ramsgate) or 01325 469400 (Darlington) as early as possible to inform us so we can arrange cover. It would be helpful for volunteers to indicate how long they expect to be off although we appreciate this is not always possible.
- Volunteers may be asked to cover other slots for holiday or sickness cover, but it is entirely up to the volunteer if they wish to do so and it will not affect their regular volunteering slot if they choose not to.

5. RETIREMENT / EXIT

- Volunteers are requested to give two weeks' notice if they wish to give up their volunteering to allow time for their volunteering slots to be filled. They will be asked to complete an exit survey with their named contact person.

6. HEALTH & SAFETY

- Volunteers should take reasonable care for the health and Safety of themselves and of other people who may be affected by their acts or omissions, and shall inform a member of staff of any hazards of which they are aware in order that appropriate action may be taken.

It is the policy of Divine Television Foundation Ltd to maintain the following, by reporting and twice-yearly inspection

- safe systems of work
 - safe means of access and exit
 - safe methods of use, transportation, handling and storage of materials
 - a safe and healthy working environment
 - adequate information, instruction, training and supervision to perform work safely and efficiently
 - to maintain a constant and continuing interest in health and safety
 - to make available the necessary safety devices and protective equipment.
 - to ensure all employees are aware of fire regulations, evacuation procedure, location of fire exits and location and use of fire extinguishers.
- Volunteers to co-operate with the implementation of the health and safety policy and not interfere with or misuse anything provided in connection with health and safety at work.

Please

consult with a member of staff about any queries regarding health and safety.

7. ACCIDENTS

- Any accident that you have in Divine Television Foundation Ltd premises must be reported to a member of staff as soon as possible and written in the Accident Book. The first aid kit and accident book is located upstairs Reception.

8. ALCOHOL, DRUGS AND SUBSTANCE ABUSE

- Your work must not be affected in any way by being under the influence of alcohol, illegal drugs or other substances.

9. NO SMOKING

- Divine Television Foundation Ltd operates a no smoking requirement within the place of work and during all hours of work.

10. MISCELLANEOUS

- Volunteers should notify any change of home address, home telephone number or change of name to their named contact person as soon as possible.

The following procedures apply to members of staff however volunteers are subject to the same actions and entitlements should the need arise.

11. DISCIPLINARY PROCEDURE

- The disciplinary procedure exists to ensure that problem areas in work are solved as quickly and with as much assistance and fairness as possible.
- Disciplinary action is taken where a member of staff's work, conduct or actions warrant such a measure.

- A member of staff can be dismissed without warning when gross misconduct takes place. Gross misconduct includes, among others, the following categories:
 - (a) major theft
 - (b) physical assault
 - (c) sexual harassment
 - (d) deliberate and serious vandalism
 - (e) racial activity
 - (f) misuse of alcohol, illegal drugs
 - (g) breach of confidentiality

Where gross misconduct is suspected, the member of staff will normally be suspended on full pay at the discretion of the Board Sub-Group until an investigation is completed.

- The following stages apply to unsatisfactory work and conduct, subject to confirmation of the result at each stage. The procedure is initiated by the Chair, on behalf of the Board of Directors, and in consultation with the Safeguarding Officer.

Stage 1 - First Verbal Warning

The Safeguarding Officer explains to the member of staff the reasons for taking disciplinary action and discusses plans for overcoming the problem. The discussion and plans are recorded in writing and a reasonable time for review agreed with the member of staff.

Stage 2 - Second Verbal Warning

If progress has been satisfactory by the end of the review period, the record of the verbal warning on the member of staff's personnel file is destroyed.

If the Safeguarding officer considers at the review that progress has been unsatisfactory or if further unsatisfactory work or conduct is alleged, the Lead Officer makes a report to the Board Sub-Group. There is a further discussion and re-examination of the plans with the member of staff by the Safeguarding officer. The discussion and plans are again recorded in writing and a further reasonable time for a second review agreed.

Stage 3 - Written Warning

If the Board Sub-Group, considers at the second review that progress has been unsatisfactory, there is a further discussion with the member of staff. Plans for a final review and discussion are agreed and recorded and a copy given to the member of staff clearly stating that subsequent lack of improvement will result in termination of employment. The final review will take place within a period of no longer than three months from the discussion.

Stage 4 - Final Warning and Termination

If satisfactory progress has not been made by the time of the review, the employment will be terminated, and the member of staff made fully aware of the reasons for the termination in writing within one day.

- At all Stages the member of staff may be represented by a person of their choice.

- All written records of discussions and plans are shown to the member of staff concerned before filing.
- A member of staff's request to have written warnings removed from a personnel record will be agreed after two years have elapsed from the date of the written warning (Stage 3).

12. APPEALS

- 12.1 If a member of staff wishes to appeal against any disciplinary decision the issue should initially be raised with the Safeguarding officer or, in the case of the Safeguarding Officer, with the Chair of the Board. If the matter is not resolved within five working days, the member of staff can raise the matter with the Board Sub-Group.
- 12.2 If the matter is not then resolved within a further five working days, the member of staff can refer it to the Board of Directors.
- 12.3 The time limits set down in 12.1 and 12.2 may be altered by mutual agreement.
- 12.4 At all stages of an appeal, the member of staff may be represented by the Union Representative or a person of their choice.

13. GRIEVANCE PROCEDURE

- 13.1 The grievance procedure exists to ensure that any problems or issues a member of staff may wish to raise are dealt with as quickly and effectively as possible.
- 13.2 It is not envisaged that the grievance procedure will be used for minor disagreement. It is not designed to replace good working relationships or undermine the management structure. Only where efforts to resolve problems have failed, should the grievance procedure be brought into operation.
- 13.3 A member of staff who wishes to implement the grievance procedure should follow the steps set out at 12.1 and 12.2 12.3 also applies to the grievance procedure.