



UNIVERSITY OF BRADFORD
UNION OF STUDENTS

STUDENT ACTIVITIES

UBU VOLUNTEERING HANDBOOK

Community Volunteering

There are literally 100's of **community volunteering** opportunities available in the Bradford District. These cater for almost any interest or type of experience you want to gain, whether its personal or career related.

Volunteers do all sorts of things, some examples include.. Supporting teachers at local primary and secondary schools; Working with the local community to turn a waste piece of land into a playground; Mentoring ex-offenders so they can integrate back into society; Help young people to get out of homelessness; Work with the Police to reduce crime; much, much more...

We also have a number of **volunteer internships** available. We can help take your ideas and work them into a satisfying project, supporting you along the way and providing 'hot desking' space.

To top it all off we can **award you** for your time and effort! Whether this be a University, Sports and Society, Ecovarsity, or Student Volunteering Award, or potentially as part of your degree program.



The **Green Ambassadors** are volunteers who live at The Green and help form a network of eco-champions. They help set up, plan and deliver projects throughout the year, run competitions and events to help make The Green - a shade Greener!



So what's stopping you?

Contact Student Activities now!

Either call by (we're based in Student Central) OR contact us

on

volunteering@bradford.ac.uk

01274 23 33 60/ 23 32 60

UBU

ecovarsity
making sustainability work

Student Activities Volunteering

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Fire procedures

Discovered a Fire

RAISE THE ALARM - break the nearest alarm point glass (situated at either end of this floor)

Alarms in University buildings are connected to an alarm panel in the main security office and the Fire Brigade will be summoned by Security staff.

ATTACK THE FIRE - but **ONLY** if you are trained and consider it safe to do so. **Do not put yourself at risk.**

There are foam (for use on wood, paper, textile, and liquid fires NOT electrical or metal fires) and CO2 (for liquid and electrical fires NOT wood, paper or textile fires) fire extinguishers situated in the middle of the corridor on this floor, next to UCAN and near the Sports and Societies office.

EVACUATE THE PREMISES, using the nearest available exit situated on this floor at either ends of the corridor. **DO NOT** hang around. **DO** make sure your door is closed.

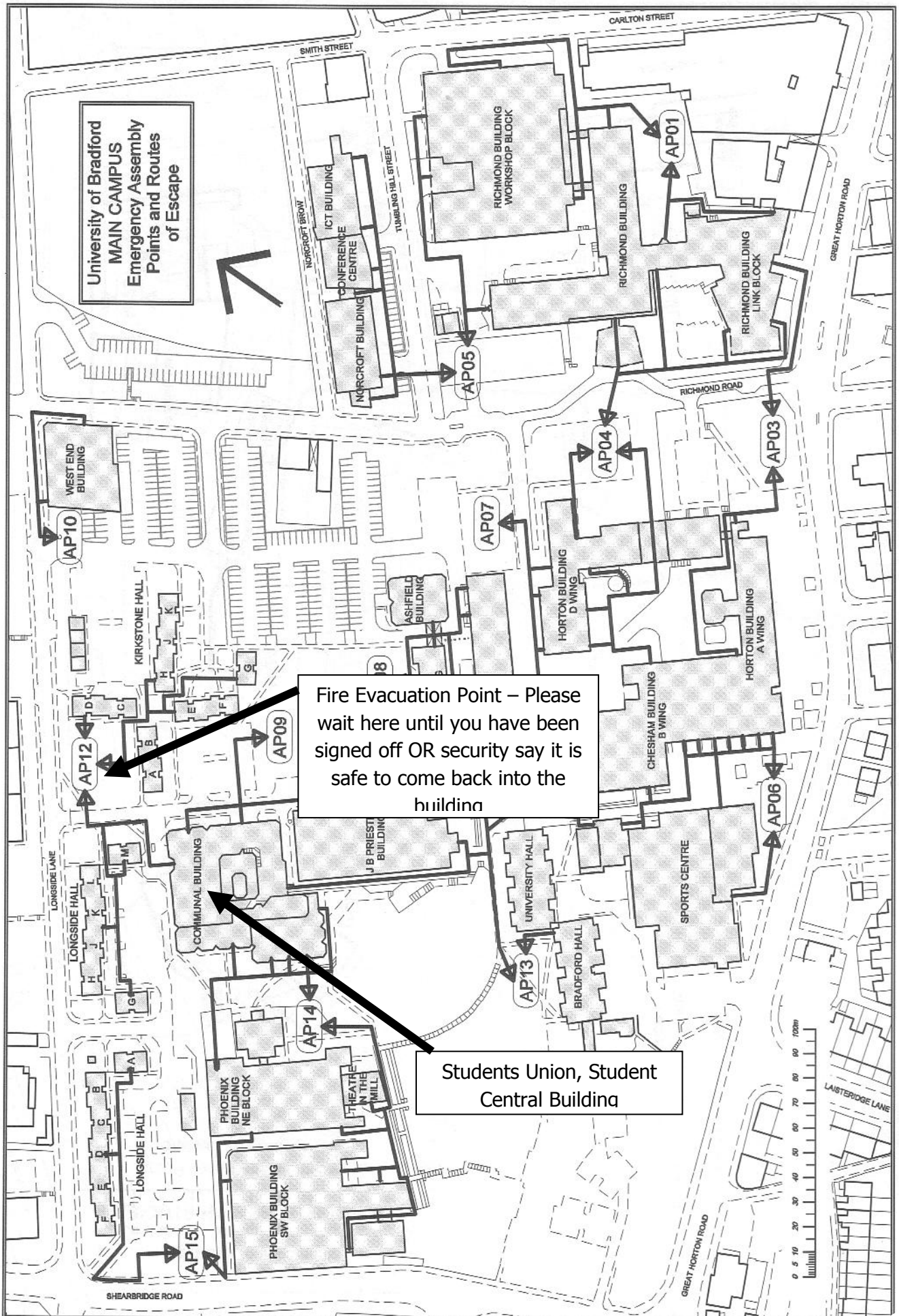
Please go to the fire evacuation point located near the main entrance to the library and stay there until your name is counted, and you are told it is OK to go back into the building by security.

FIRST AID

There is a First Aid kit located at reception

The first aiders for this floor are Deborah Moore (3284) and Chris Wilson (3278 or 1740)

Out of office hours – Security on 01274 23 6999



Fire Evacuation Point – Please wait here until you have been signed off OR security say it is safe to come back into the building

Students Union, Student Central Building

Rights and Responsibilities

Rights:

- You have a right to negotiate your work.
- To know to whom you are responsible.
- To have a clear idea of the tasks you are being asked to perform.
- To get feedback on your work and be given support to help you progress.
- Volunteers will receive all out of pocket expenses. Volunteers should not financially gain, or lose out because of doing voluntary work. All expenses must be agreed before any purchases are made (please see Travel Expenses Policy for further information).
- Paid Interns can also claim back expenses that are required to fulfil their job role. All expenses must be agreed before any purchases are made (please see Travel Expenses Policy for further information).
- To be covered by adequate insurance for the range of liabilities and risks to which they might be exposed.
- To have views and opinions heard and acted on where necessary and possible.
- To be entitled to the same health and safety cover as paid staff.
- To initial and ongoing training.
- To have respect from fellow workers (see Equal Opportunities and Diversity Statement).
- To be appreciated.
- To receive references on the basis of your voluntary work.
- To feel like a part of the UBU and Student Activities team.
- To be informed of job opportunities.

Responsibilities:

- Be reliable; if appointments cannot be met the appropriate person must be informed by email and phone.
- Be honest.
- Try your best to do your work as efficiently and to the highest standard as possible. Seek support when you need it.
- Look after other peoples facilities and equipment.
- To take reasonable care for your own and others health and safety.
- To co-operate with the organisation on health and safety.
- To not interfere with or misuse anything provided for your health, safety and welfare.
- The campus has a no smoking policy. You are only permitted to smoke off campus.
- The taking of alcohol or illegal drugs at your placement or immediately prior to you undertaking your role is forbidden and could be a serious disciplinary offence.
- As a volunteer, it is important that you are aware of your role in the detection and prevention of abuse. Abuse of any kind is not tolerated. It can take many forms - emotional, physical, sexual, financial and institutional and should be reported to a member of staff or supervisor (please see the Grievance Procedure document from your induction pack).
- UBU operate an Equal Opportunities Policy in recruitment and promotion, are committed to staff development and training, and have achieved recognition as an "Investor in People". A Diversity Policy is operated in conjunction with the Equal Opportunities policy, with the main emphasis being placed on inclusion and positive actions (please see the Equal Opportunities Policy included in your induction pack).
- UBU places a high value on communication. Individuals have a responsibility to pass on and receive information in a timely and professional manner. Handover sessions, team meetings and supervision sessions are all examples of systems that promote a regular flow of information and opportunities to share ideas or to inform someone if you have any concerns.
- Please make sure you understand and are prepared to abide by the Confidentiality Policy within your induction pack.
- It is very important that you familiarise yourself with fire procedures and know what to do in the event of a fire or fire alarm.
- Dress is smart – casual unless a more formal dress code is required.
- To be ethically and environmentally responsible (for instance using the recycling facilities correctly across campus).

If you have been harmed by anyone, in any way that affects you, you are encouraged to report it as soon as possible.

In most cases, if the grievance is internal, the University of Bradford Union (UBU) aims to have your grievance resolved within the two weeks of your reporting it.

What to do:

Remember, if you feel your safety is at risk, contact your line manager (see contact details below), University Security on 01274 23 4499 (emergency) 6999 (routine matters), text them on SECURITEXT on 07909 792405, Or contact the police on 999.

If you are supported by University Security, or the Police, you must still inform the UBU, so that we can log the incident to see if there are any improvements that the UBU can make for the future.

Contacts:

Your line manager – Marketing and media areas –

Media Marketing Coordinator	Phil Lickley	3255	1205	ubu-mm
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Your line manager – if you are volunteering in the Student Union –

Volunteering Manager	Chris Wilson	3278	1740	c.wilson4
Union Administration Manager	Deborah Moore	3284	1027	d.l.moore

Student Union Health and Safety Contacts –

Volunteering Manager	Chris Wilson	3278	1740	c.wilson4
Union Administration Manager	Deborah Moore	3284	1027	d.l.moore
General Manager	Andrew Fitzpatrick	3282	07554 330647	a.r.fitzpatrick

Emergency – University Security Services –

security@bradford.ac.uk OR 01274 23 6999

Steps you can take if you find yourself in a situation where you feel unsafe:

Do not risk your own safety. Tell the person that you are not happy with the situation, and that you are going to move away if they do not calm down. If they do not calm down, move away quickly but safely to the nearest well lit and most populated area, and then call security, or the police.

Avoid possible situations that could result in you being harmed by thinking about and planning the eventualities before it happens. If you are made angry, upset, or cross, give yourself a few minutes to calm down, and plan your reaction. Often the best action is to walk away.

If you are unhappy in anyway, seek support, and tell someone who you know, or a professional. Don't let problems get out of hand ! Tell someone !

Remember, if you don't feel comfortable about a situation that you think compromises your safety, don't do it !

Grievance with someone not employed by the University:

- At the first opportunity, make a note of the date, time, nature, and any other details that you feel are necessary
- Report this to the UBU immediately
- The UBU may ask you for further information
- UBU will then get back to you regarding what it considers are the main courses of action that can be taken
- You will then need to respond to the UBU as to what you feel is the best course of action
- UBU Will then follow up this agreed course of action
- If you do not feel that the result has been effective, please contact the UBU immediately
- If you feel that the situation has not been dealt with properly by the UBU, you need to report this to Students Union general manager (Andrew Fitzpatrick) or the finance and administration manager (David Smith)
- If you feel that the situation has not been resolved properly by the general manager or the finance and administration manager you need to report this to the Internal Affairs Officer:

Union Secretary - Treasurer Khaled Al Mudallal 3256 1322 ubu-ust

Grievance with someone employed by the university, but not UBU Staff

This is the same as above

Grievance with someone who is UBU Staff

If this is not the coordinator, do as other instances above.

If this is the coordinator, you need to report the grievance to the general manager (Andrew Fitzpatrick) or the finance and administration manager (David Smith).

The procedure will then be the same as the UBU, but within the Students Union.

If you are not happy with how the Students Union has dealt with the situation, you need to report this to Personnel in the University.

<http://www.brad.ac.uk/human-resources/> - 01274 23 2323

Further useful information:

- If you feel you need further support, you may find the following numbers useful:
 - Counseling 5750
 - Disability office 3739
 - Nursery 4866
 - Student Services 6500
 - Student Registry 3056
 - Student Union 3300

Please help us to make your environment a safer place by immediately reporting any suspicious persons or incidents. Tel 01274 234894 / or extension 4499 / 6999 / 4894

Policies and Procedures

Health and Safety Policy

Overview:

The health and safety of our volunteers is paramount. We value your contribution, and we take precautions to ensure your wellbeing at all times.

These guidelines are in addition to any other health and safety information you may be given.

You can be assured that we will do what is necessary and reasonably practical to ensure your safety, but we also need you to do what you can to ensure your own safety, this means behaving in a manner that ensures your own safety and that of others, and informing us of issues that you cannot resolve so that we can correct the problem.

Expectations:

- Your employer and line manager will do whatever is reasonably practicable to ensure your health and safety
- You need to ensure your own health and safety wherever possible

For further information please see:

<http://www.volunteering.org.uk/resources/goodpracticebank/Information/healthandsafetyofvolunteers.htm>

<http://www.hse.gov.uk/legislation/hswa.htm>

Contacts:

Your line manager – Marketing and media areas –

Media Marketing Coordinator	Phil Lickley	3255	1205	ubu-mmc
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Emergency – University Security Services –

security@bradford.ac.uk OR 01274 23 6999

What should be in place before you start volunteering or paid work:

1. We should have your contact details and know about any medical conditions that we need to be aware of
2. You should have a copy of this policy and know how to make use of it
3. A risk assessment of the area that you are volunteering / working in should have been done and any changes to reduce the risk of hazards should have been carried out. A copy of this should be available for you to look over if you wish.

4. You should have received any training for the tasks you have to undertake, some of this may specifically deal with health and safety issues relating to your role.
5. A process of site and personal improvement should be agreed (this may be via continuously updating the risk assessment and a volunteer / worker performance review)

Health and safety advice on general situations you might have to deal with:

- If a customer is being rude, offensive or anti-social please ask them to calm down, say that you are feeling threatened, and if needs be give yourself more space away from them or move away completely. Please refer them onto a manager or security services.
- If an item is too heavy for you to lift or it is a difficult shape, ask someone to help you.
- Try to keep the spaces around you clean and tidy. If this is not possible then ask someone to help or let your line manager know
- Don't stack boxes too high on top of each other - they might fall over.
- Do not overload racks or shelves.
- Only use racks, shelves, furniture for the purpose for which it was designed for.
- When handling cash (for instance carrying the cash box between the Store and Reception, or giving change to customers), try to keep the money unobtrusive and out of sight and make sure you have someone with you.
- In the event of a fire alarm, calmly leave the building via the nearest exit and assemble outside Kirkstone Halls (see also Fire Safety Policy).
- If you are using the fan heater, make sure that any air vents are not covered and the air flow around the heater is not blocked in any way, and that it is not placed where someone could trip over it. This must be from the University and not one you own or have borrowed from anyone else.
- No food or drinks near any electrical items.
- If you open the window, please close it again before you leave.
- Watch that you don't catch your fingers in any doors. Keep them clear.
- Make sure any loose hair or clothing is not flying about (for instance getting it caught in the shredder)
- If someone needs first aid attention, if you are qualified, you can deal with it yourself, or contact Chris Wilson or Deborah Moore or Security Services (contacts above and included in your pack).

What to do if you have a health and safety concern:

1. Do what you can to make the situation safer – get someone to help you if possible, or ask your line manager to do so - but don't put yourself at any risk!
2. Record the time, date and what happened. Was there a need for any witnesses?
3. Inform your line manager with the information. They should record this information safely and make any necessary changes.
4. Check with your line manager to make sure the situation has been resolved.

Health and Safety Incident Record Form – See recording book kept in Students Union

Confidentiality Agreement

The University of Bradford and The Students Union respects the right of anyone giving personal information to have this information treated as confidential. This applies to volunteers and to all people involved with our projects and The University of Bradford.

Confidentiality Agreement Terms and Conditions:

- Personal information will only be collected for an identifiable purpose. When you are asked for information about yourself, we will tell you why you are being asked for it.
- I will not ask for more personal information than is necessary.
- I will store personal information securely whether in manual or electronic form.
- All information I collect will be used only for the purpose it was collected only.
- I will not pass any information on to any third party without the person's written consent from who I collected it from.
- Personal information will be accurate and up to date. I will take responsibility for keeping records up to date on the basis of the information I collect (volunteers are expected to take responsibility for informing us of any changes to their details).
- Anyone who requests a copy of the information you have on them, must be allowed a copy.
- Personal information will only be held so long as it is needed.

Equal Opportunities Policy

All University and Students Union (UBU) staff and volunteers are committed to Equality of Opportunity for all. We recognise the need and right of every individual to be treated with respect and dignity, and actively celebrates and values the diversity that each individual brings to our community.

UBU is committed to eliminating unfair discrimination and the promotion of Equality of Opportunity.

UBU aims to provide a safe and anti-discriminatory environment both through its service provision and employment practices.

UBU will not tolerate any form of discrimination or harassment, be it written, verbal or visual, on the grounds of gender, race, colour, disability, ethnic or socio-economic background, sexual orientation, age, religion, nationality, political persuasion, health status, marital status or any other relevant distinction.

UBU is committed to a pro-active approach to Equal Opportunities issues in order to provide an environment that is free from prejudice and discrimination.

UBU is committed to implementing, monitoring, reviewing and developing its Equal Opportunities policy.

Anyone who is found to be in breach of the UBU Equal Opportunities policy will be subject to the Union (for student volunteers) or University (for staff volunteers) Disciplinary procedures, which will ensure appropriate action is taken.

UBU seeks to provide a 'safe' environment free from prejudice and discrimination.

UBU promotes behaviour that respects and appreciates the diverse community of its members and is committed to working with such diversity.

UBU will not tolerate advertising or promotion of material that is in breach of any part of this policy and is committed to ensuring that the environment provided is free from any material that is deemed to so.

UBU seeks to ensure that all opportunities and activities operate in a discrimination free environment and is committed to disciplining those who do not allow this to happen.

Action and Implementation

All UBU staff and volunteers and anyone associated with the UBU in a working or volunteering capacity will be given Equal Opportunities Training and ALL will be made aware of the policy and the implications for those who breach it.

Compliance with Legislation

UBU will be compliant with all current Equal Opportunities legislation.

UBU Action Plan for the Implementation of the Policy

Wherever possible, UBU will make the effort to identify and remove unnecessary barriers that may disadvantage certain groups.

UBU will strive to provide appropriate facilities and services that will meet the needs of under represented groups.

UBU will give opportunity for feedback through the use of a forum for students and staff.

This policy is available in languages other than English, on audiotape and in Braille on request.

Disciplinary Procedures

Anyone who is found to be acting in a way that contravenes this policy will be subject to the Union (student volunteers) or University (staff volunteers) Discipline procedures.

Depending on the perceived seriousness of the situation or incident, an individual will either be dealt with by the Union Disciplinary Committee or the University Registrar and Secretary.

The action to be taken will be decided upon by those the case is referred to, as they deem appropriate.

Copies of the disciplinary regulations are available from the Student Activities / UBU office. Anyone who receives feedback or complaints regarding Equal Opportunities are to keep a record and ensure it is given to the appropriate person or development committee to ensure the monitoring of the policy's success.

I understand and agree to the policies and procedures that have been set out in this document.

Full Name:

Signed:

Date:

Useful Contacts

UNIVERSITY OF BRADFORD UNION OF STUDENTS' : CONTACT DETAILS					
RECEPTION STAFF					
Information Assistant	Nicola Cotson	3300		n.cotson	
Information Assistant	Ania Draniewicz	3300		a.draniewicz	
Fax		5530			
Credit Card Machine		3281			
Franking Machine		3253			
SABBATICALS					
Academic Affairs Officer	Imad Faghmaus	3252		ubu-aa	
Union Secretary - Treasurer	Alusine Alpha	3256		ubu-ust	
Ethics, Environment & Welfare	Shabeen Hussain	3250		ubu-ee	
Media & Entertainments	Rachelle Hunt	3254		ubu-me	
Women's Liberation	Munaza Kulsoom	3241		ubu-wl	
Student Activities	William Obubo	3274		ubu-sa	
STAFF					
General Manager	Andrew Fitzpatrick	3282	1230	a.r.fitzpatrick	
Union Administration Manager	Deborah Moore	3284	1027	d.l.moore	
Media Marketing Coordinator	Phil Lickley	3255	1205	ubu-mm	
FINANCE					
Finance Officer	Tracey Brankin	3242		t.m.brankin	
Finance Clerk	Heather Scott	3264/3243		h.e.scott	
ADVICE CENTRE					
Advice Centre Mgr	David Smith	3266	1663	d.j.smith6	ubu-advice
Student Adviser	Barbara Ratcliffe	3247		b.ratcliffe	ubu-advice
Student Adviser	Becci Barker	2361		r.barker	ubu-advice
Student Adviser	Naheeda Kauser	3248		n.kauser8	ubu-visa
Student Adviser					ubu-visa
Reception		3246			
STUDENT ACTIVITIES					
Volunteering Manager	Chris Wilson	3278	1740	c.wilson4	ucan
Administrator (Volunteering)	Ros Coulton	3260		r.j.c.coulton1	ucan
LSED Community Partnerships Team	Georgie Bache	6772		g.bache	
	Eleanor Clyde-Evans	6771		e.clyde-evans	
Sports Co-ordinator	Katie Moore	5421/4870	1379	k.moore5	unique
OTHERS					
Part-time Officers		3251			
RamAir Office		3267	1638	studio@ramair.co.uk	
RamAir Studio		3269			
RamAir Engineer			1777		



UNIVERSITY OF BRADFORD
UNION OF STUDENTS

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**www.bradford.ac.uk/ucan
Volunteering@bradford.ac.uk**

01274 23 3260

**Student Activities, Student
Central, Richmond Road,
Bradford, BD7 1DP.**



UNIVERSITY OF
BRADFORD
MAKING KNOWLEDGE WORK

