



Procedure:	Northumbria Blood Bikes Buddy system		
Owner:	Barry Bullas	Author:	Barry Bullas
Approved:	26/05/2015	By:	Executive Committee
Doc Ref	buddy System/BUD/001	Version	1.0

1. Aim of Procedure

- 1.1. To give new members a professional and complete introduction to the role they have volunteered for and to offer help and assistance in all aspects. To be the first point of contact throughout their induction for any questions or queries that may arise.
- 1.2. The main benefit of the buddy system is the less experienced buddy learns more quickly from close and frequent contact with the experienced buddy than when operating alone.

2. Who is Responsible for this Procedure

- 2.1. The Membership Secretary of the group is responsible for the maintenance of this procedure.
The Executive Committee is responsible for approving this procedure.
- 2.2. The buddy coordinator and any person selected as a buddy are bound by the rules laid out in this procedure.

3. When will this Procedure be reviewed

- 3.1. The procedure will be reviewed a maximum of one year following its approval.

4. How will changes be notified

- 4.1. The latest version of the procedure will be made available via the members' library on the group website. New versions will be announced via email to all qualified riders, drivers, shift coordinators and the executive committee.

5. Roles

- 5.1. Buddy coordinator: The buddy coordinator is responsible for coordinating the buddy system, liaising with the membership secretary / committee as appropriate.

5.2. Buddy: The buddy is a knowledgeable and experienced member selected by the buddy coordinator to advise and assist new members in preparing to be a rider or driver.

6. Responsibilities of the buddy coordinator

6.1. Project a positive attitude and create a professional image of the Charity.

6.2. Within 7 days of receiving the new member's contact details from the Membership Secretary, make contact with the new member to offer the member the support of the buddy system. The buddy system is not mandatory but it is hoped that members will welcome the opportunity.

6.3. After initial contact has been made and any particular needs of the member assessed, allocate a suitable buddy to the member as soon as possible.

6.4. Maintain a record of new members, their allocated buddy and the member's current progress towards becoming an approved rider/driver.

6.5. Be a point of contact for the member should the allocated buddy be unavailable or in the event of any issues with the buddy system.

6.6. Communicate any issues identified to the Membership Secretary or member of the committee.

7. Responsibilities of the buddy

7.1. Ensure keep up-to-date with all policies and procedures to be able to fully support the induction of the new member

7.2. Project a positive attitude and create a professional image of the Charity.

7.3. Within 7 days of receiving the new member's contact details from the buddy coordinator, make contact with the new member. The buddy should introduce themselves and provide their contact details. An initial meeting should be arranged, at a time and location suitable to both parties. Additional meetings

7.4. Areas to be covered by the buddy at the initial meeting

- Website navigation: How to log on, change password and where to find the key areas of the website such as the members Library and particularly the Policies and Procedures.
- Advanced training: If the member does not currently hold an advanced qualification the buddy should advise the member of the options available and direct them to the NBB website where website and contact details for the local groups can be found.
- Forum, Facebook and Twitter: How to access them and what they are for. Ensuring the member is aware of the difference between the public Facebook page and the members group.
- Use of the Online Booking system to book a shift; cancel a shift and the regulations around consecutive shifts.
- Vehicle checks: How to complete the bike/car checks and who to contact in the event of any issues.
- Job recording: How to complete the job book and the job recorder system.

- Insurance declaration: Where to find it and how to complete it.
- MHRA Blood Handling training: Where to find the training and how to complete it
- Observed ride/drive: How to contact the Training Officer to arrange, what to expect
- Blue light training: What the training covers and how it is arranged.
- Right to work check: What the check is for and what is required.
- Uniform: The uniform standards, who to supply sizes to and the associated costs.
- ID Cards: How to get an ID card, when it should be worn, what to do if you lose it.
- NEAS Key: How to get a key, conditions of use, how to use it, what to do if you lose it.
- Hospital locations: Where to find the locations and associated maps/videos.
- Governance & Policies: Where they are located, who to contact
- Security: If the member is a rider and the meeting takes place at the member's home, the buddy should ask to see the location the motorcycle will be kept. The buddy should notify the Rota Manager that the check has been completed and raise any issues with the security of the location.

The above list is not necessarily comprehensive and buddies should maintain an awareness of other areas that arise that need to be covered.

7.5. Other support the buddy can offer

- Hospital and ambulance station familiarisation rides/drives: These should be completed using personal vehicles belonging to the member/buddy
- Shadowing: If the member holds an advanced qualification and has satisfactorily completed an observed ride or drive with the Training officer, the member can shadow the buddy while they are on shift. Once the member is listed on the riders/drivers register, the buddy can offer to shadow the member while they are on shift.
- Meetings: The buddy can offer to accompany the member to a coffee morning/evening or to an open meeting. This allows the opportunity for the new member to meet other members.

7.6. The buddy should make regular contact, on a frequency to be agreed with the member, to determine if the any additional support is required.

7.7. The buddy should provide reports back to buddy coordinator on the members progress and raise any issues identified.

**Northumbria Blood Bikes
Buddy system**

Version Control and History

Date	Version	Author:	Reason For Change
09 May 2015	1.0	Barry Bullas	First Version