



Type: Procedure	Northumbria Blood Bikes: Volunteer Procedure		
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Approved:	22 <sup>nd</sup> May 2020	By:	Executive Committee
Doc Ref	VP001	Version	2.0

**A. Why do we need this procedure**

This document sets out the training path, roles and responsibilities of the volunteer process.

**B. Who is responsible for this guide**

The Vice-Chair of the group is responsible for the maintenance of this guide.

The Executive Committee is responsible for approving this guide.

All members of NBB should be familiar with the information in this procedure.

**C. When will this guide be reviewed**

The guide will be reviewed a maximum of two years following its approval.

**D. How will changes be notified**

The latest version of the guide will be made available via the members' library on the group website. New versions will be announced as per the policy update procedure.

## **1. Aims of the Volunteer Procedure**

- 1.1.** This procedure sets out the requirements and how to achieve each role within NBB.
- 1.2.** It details which committee and auxiliary roles is responsible for each stage ensuring that the volunteer is engaged at every stage.

## **2. Stages**

Listed below is a brief outline of each role and stage requirement, the steps must be completed in the order stated in each of the stages. A detailed flow chart of the process can be found at the end of this document.

### **2.1. Sign up to be a volunteer**

- 2.1.1.** This stage is when a new volunteer signs up to be a member of NBB

### **2.2. Induction**

- 2.2.1.** This stage must be completed by ALL volunteers and gives specific detail of how NBB operates.

### **2.3. Vehicle**

- 2.3.1.** This stage must be completed by those that wish to volunteer to ride or drive for NBB

### **2.4. Controller**

- 2.4.1.** This stage must be completed by those that volunteer to control/dispatch for NBB.

### **2.5. Fundraising**

- 2.5.1.** This stage must be completed by those that volunteer to attend fundraising events for NBB.

### **2.6. Rota Stage**

- 2.6.1.** This stage is when a volunteer completes the training and is available to complete the activities that they have agreed to volunteer with NBB.

### **2.7. Renewal Stage**

- 2.7.1.** Membership renewal is completed once a year and must be completed by all volunteers.

## **3. Sign Up**

The aim of this stage is to process the new volunteer and to get them to the next suitable induction

### **3.1.** The Committee and Auxiliary roles involved in this stage are:

- Committee – Membership Officer
- Auxiliary Role – Membership Mentor

### **3.2.** Once a new volunteer has completed the membership form the membership officer will:

- Review the application, and if suitable create the required NBB accounts.
- Assign a membership Mentor to welcome/assist the new volunteer through to the Induction stage (4)

## 4. Induction

The aim of this stage is to provide the new member detailed information on NBB, including all the different roles within NBB.

**4.1.** The Committee involved in this stage is:

- Committee – Training Officer

**4.2.** This will be presenter lead, giving in-depth knowledge of NBB including, but not limited too

- Why we do it
- Who we do it for
- How we operate

**4.3.** During the induction, the new volunteer will be required to complete a “Right to Work” check, this is not to be confused with DBS checks which will be completed at a later stage if required.

## 5. Vehicle

The aim of this stage is to provide the new member detailed information on the requirements operating NBB vehicles, getting the volunteer onto the active Rota. Riders and Drivers have different Milestone (MS) requirement which are detailed in each section

**5.1.** The Committee and Auxiliary roles involved in this stage are:

- Committee – Training Officer (Overall responsibility)
- Committee – Hospital Liaison
- Committee – Fleet Manager
- Committee – Rota Manager
- Committee – Vice Chair
- Auxiliary Role – Driving Licence Assistant
- Auxiliary Role – Rider and Driver Assessor
- Auxiliary Role – Uniform Assistant
- Auxiliary Role – Shadow Shift Coordinator

**5.2.** The requirements for the **Rider** role are listed below and must be completed in order

**5.2.1.** Attend the Vehicle Workshop

**5.2.2.** Complete these steps in any order

- Uniform Order, the volunteer passes uniform sizes requirements to Uniform assistant
- Optional: Complete Familiarization Ride on their own bike, volunteer needs to be “Working” towards holding their advanced qualification, as a minimum requirement. If

the rider leading the group feels that riding standards are cause for concern, they will ask you to drop out and re-visit this stage when more experience is gained.

- Complete and pass MHRA Blood Handling training
- Membership team to complete suitable garage check, advising volunteer if they cannot stand-down at home address

**5.2.3.** After achieving required Advanced Qualification, attend and pass an NBB rider assessment with one of the NBB qualified riding assessors.

**5.2.4.** All steps 5.2.1 to 5.2.3 **must be completed before completing this step.**

Complete these steps in any order

- Initial Licence Check, by providing Driving Licence Assistant details to verify licence
- Initial Insurance Declaration, by completing the online form
- Submit details for DBS check to be undertaken, which must be complete prior to any shift. The cost of DBS check will be met by NBB.

**5.2.4.1** Once the above steps (5.2.1 - 5.2.4) are completed the Rota manager gives access to website operations tab, also advising Uniform assistant to issue uniform and Fleet manager to add rider to insurance.

**5.2.5.** If all required steps are not completed within a 6-month period, the Vehicle Workshop must be completed before moving to next step.

**5.2.6.** Issue of uniform and ID card.

**5.2.7.** Liaise with the Shadow Shift Coordinator to book first shift (Hexham run is the preferred shift)

- When booking the first and subsequent shifts, this must be completed on a designated small bike, until approval from Fleet or Rota manager to progress to the large bikes.

**5.2.7.1** The Shadow Shift Coordinator will then assign a Shadow rider.

**5.2.8.** Once shadow shift is completed the Rota manager will give access to the rota.

**5.3.** The requirements for the **Driver** role are listed below and must be completed in order

**5.3.1.** Attend the Vehicle Workshop

**5.3.2.** Complete these steps in any order

- Uniform Order, the volunteer passes uniform sizes requirements to Uniform assistant
- Optional: Complete Familiarization drive in an NBB car driven by a qualified committee member, volunteer needs to be "Working" towards holding their advanced qualification, as a minimum requirement.
- Complete and pass MHRA Blood Handling training

**5.3.3.** After achieving required Advanced Qualification, attend and pass an NBB driver assessment with one of the NBB qualified driving assessors.

**5.3.4.** All steps 5.3.1 to 5.3.3 **must** be completed before starting these steps.

Complete these steps in any order

- Initial Licence Check, by providing Driving Licence Assistant details to verify licence
- Initial Insurance Declaration, by completing the online form
- Submit details for DBS check to be undertaken, which must be complete prior to any shift. The cost of DBS check will be met by NBB.

**5.3.4.1** Once the above steps (5.3.1 - 5.3.4) are completed the Rota manager gives access to website operations tab, also advising Uniform assistant to issue uniform and Fleet manager to add driver to insurance.

**5.3.5.** If all required steps are not completed within a 6-month period, the Vehicle Workshop must be completed before moving to next step.

**5.3.6.** Issue of uniform and ID card.

**5.3.7.** Liaise with the Shadow Shift Coordinator to book the first shift

**5.3.7.1** The Shadow Shift Coordinator will assign a shadow driver.

**5.3.8.** Once shadow shift is completed the Rota manager will give access to the rota.

**5.4.** If you are an approved rider or driver taking on another vehicle role, you will not be required to complete all stages of 5.2 or 5.3 as you have already completed parts of them

**5.4.1.** To add the rider role to an existing driver the following additional steps will be required

- 5.2.2 Garage Check
- 5.2.3 Rider Assessment
- 5.2.4 Licence check
- 5.2.4.1 Added to Bike insurance policy
- 5.2.6 Issue of Rider uniform
- The small bike restriction will still be in place as detailed in 5.2.7

**5.4.2.** To add the driver role to existing rider the following additional steps will be required

- 5.3.3 Driver Assessment
- 5.3.4.1 Added to Car insurance policy
- 5.3.6 Issue Drivers Uniform

**5.4.3.** You will **not** be required to complete a shadow shift on the new role.

## 6. Controller

The aim of this stage is to provide the new member detailed information on the requirements and training of becoming a controller, getting the volunteer onto the active Rota.

**6.1.** The Committee and Auxiliary roles involved in this stage are:

- Committee – Training Officer (Overall responsibility)
- Committee – Rota Manager
- Auxiliary Role – Shift Controller Team Leader
- Auxiliary Role – Shift Controller Assistant

**6.2.** The requirements for the **Controller** role are listed below and must be completed in order

**6.2.1.** Attend the Controller Workshop, once attended the Shift Controller Team Leader will assign a Shift Controller Assistant to complete the remaining steps.

**6.2.2.** Submit details for DBS check to be undertaken, which must be complete prior to undertaking any shift. The cost of DBS check will be met by NBB.

**6.2.3.** Observe the assigned Shift Controller Assistant conducting a controller shift.

**6.2.4.** Complete a supervised controller shift.

**6.2.5.** Complete a solo controller shift.

**6.2.6.** If all required steps are not completed within a 6-month period, the Controller Workshop must be completed before moving to next step.

**6.2.7.** Pass the controller assessment conducted by a suitable qualified volunteer that is not part of the controller training team.

**6.2.7.1** Once the above steps are completed the Rota manager gives access to website operations tab, Shift Controller Home, and access to the rota system.

**6.2.8.** There is an optional step where the trainee controller can request a controller ride along with a Familiarization Assistant, on any **car** shift, to give an overview of what happens when they task a job to a vehicle. The request must go via the Shift Controller Team Leader to arrange and can only be completed after stage 6.2.4.

## 7. Fundraising

The aim of this stage is to provide the volunteers detailed information on the requirements to be able to attend events, providing a professional image to the public.

**7.1.** The Committee and Auxiliary roles involved in this stage are:

- Committee – Fundraising Officer (Overall responsibility)
- Committee – Training Officer

**7.1.2.** The requirements for the **Fundraising** role are to attend the Fundraising Workshop.

**7.1.3.** Submit details for DBS check to be undertaken, which must be complete prior to attendance at any events. The cost of DBS check will be met by NBB.

## **8. Rota**

The aim of this stage is to ensure the volunteers that have completed 5 and 6 are fully aware of the requirements of what they have volunteered to do for NBB.

**8.1.** The Committee and Auxiliary roles involved in this stage are:

- Committee – Rota Manager (Overall responsibility)
- Committee – Training Officer
- Committee – Fleet Manager
- Committee – Vice Chair
- Committee – Training Officer
- Auxiliary Role – Shift Controller Team Leader
- Auxiliary Role – Familiarisation Assistant
- Auxiliary Role – Driving Licence Assistant
- Auxiliary Role – Rider and Driver Assessor

**8.2.** If the volunteer has not completed an operational shift within a rolling 6 month period, based on vehicle and controller roles, they will be required to attend the role-based workshop (5.2.1, 5.3.1 or 6.2.1) before being allowed back on shift for that role.

**8.3.** 1 year after completing an assessment (5.2.3, 5.3.3 or 6.2.6), there is a requirement to be reassessed, ensuring you still can achieve the required level.

**8.3.1.** If the volunteer has not completed at least 2 operational shifts, based on role, within the assessment year the volunteer must attend the Induction (4) and role-based workshops (5 or 6) before arranging the assessment.

**8.4.** Riders and Drivers only, must complete the MHRA blood handling assessment (5.2.2 or 5.3.2) every 3 years. These will be checked by the Training Officer to ensure compliance.

**8.5.** Riders and Drivers only, complete a yearly insurance declaration and licence check

**8.6.** Drivers Only, due to the importance and complexities of the paperwork, before completing a solo BoB shift, they must accompany an authorised Familiarisation Assistant when they are completing this shift.

**8.6.1.** For clarity this means the Familiarisation Assistant will be the one on shift with the volunteer sitting in the passenger seat observing what is required to be completed.

**8.6.2.** A volunteer wishing to do this must liaise with the Training Officer to arrange and not directly with a Familiarisation Assistant.

## **9. Renewal**

The aim of this stage is to ensure that we have a true reflection on the numbers of volunteers, allowing the committee to plan effectively.

**9.1.** The Committee involved in this stage are:

- Committee – Membership Officer (Overall responsibility)
- Committee – Chair
- Committee – Vice-Chair
- Committee – ICT Officer
- Committee – Rota Manager
- Committee – Fleet Manager

**9.2.** Once a year there will be a membership renewal questionnaire sent out that will require all volunteers to complete.

**9.3.** Within the renewal questionnaire there will be a basic set of questions

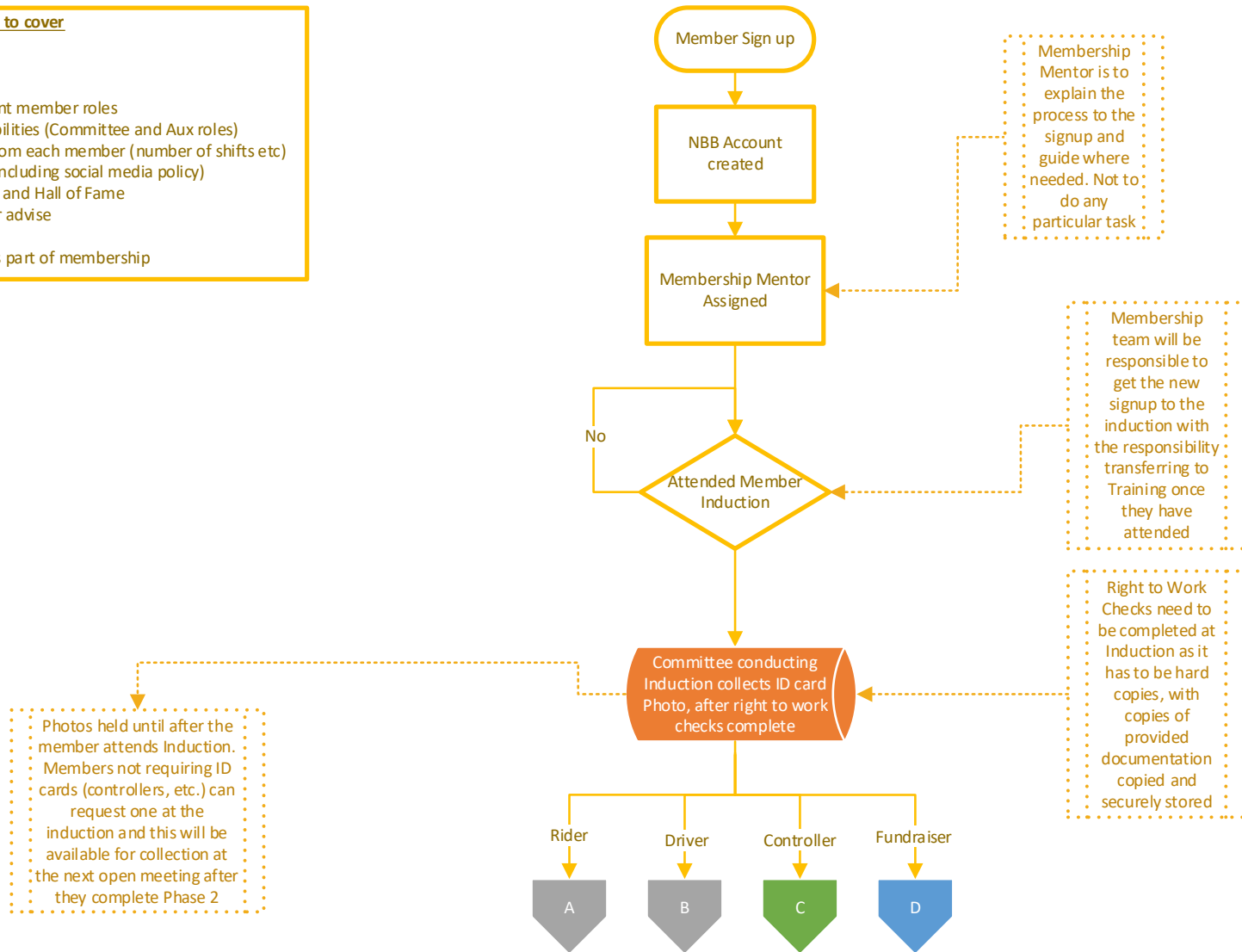
- Do you wish to remain a member of NBB?
- Confirm which Roles you perform?
- Which roles would you like more information on?
- Confirm that you have read and understood the Privacy statement
- Confirm that you have read and understood the Social Media Policy
- Confirm that you agree to a DBS check (Note: these will be undertaken at intervals as determined by the committee)

**9.4.** There may also be more specific questions on each yearly questionnaire that the committee would like to have answered, these will vary from year to year.

NBB Volunteer Procedure  
Phase 1 - Signup  
Committee Control - Membership

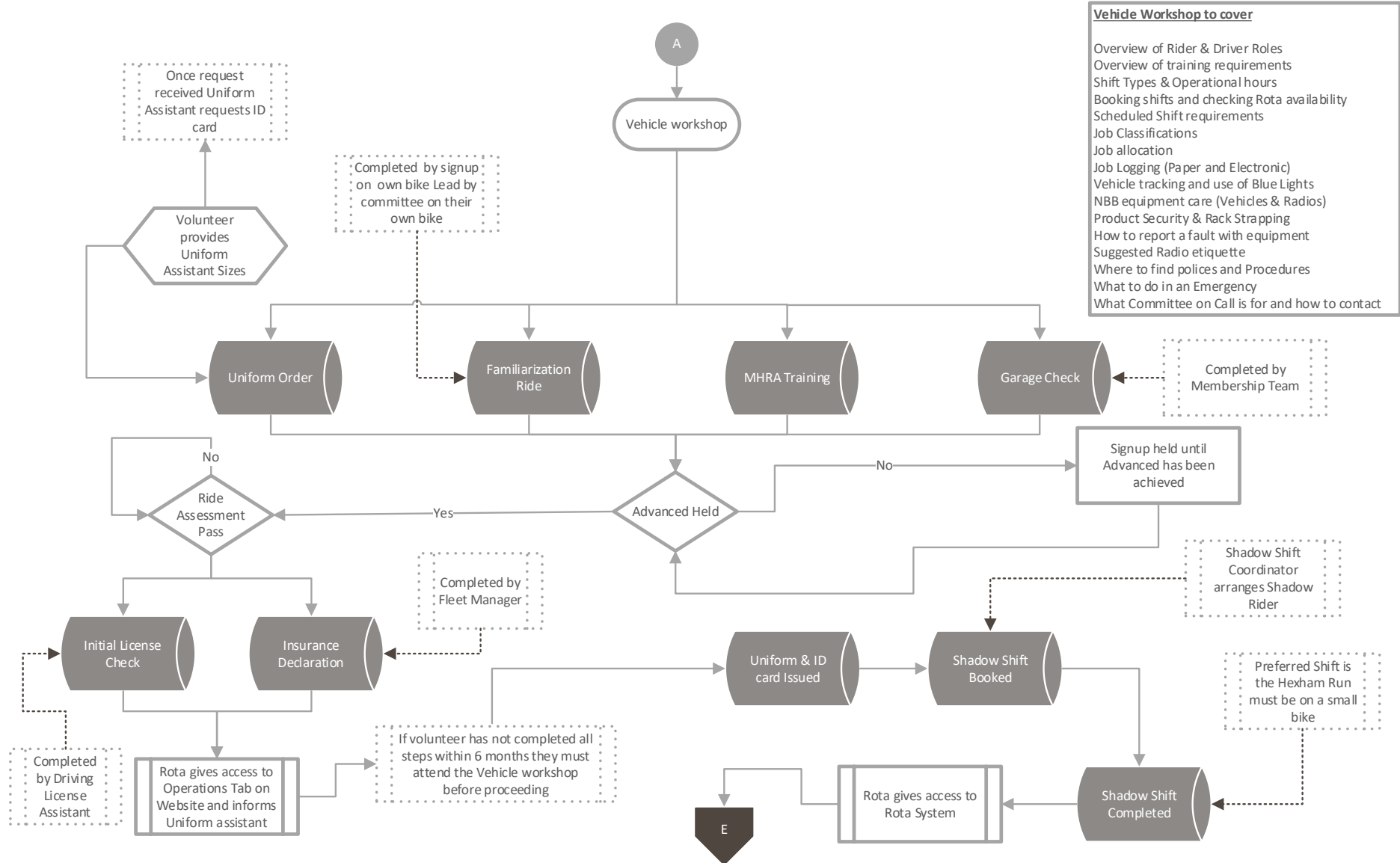
**Member Induction to cover**

- Overview of NBB
- Overview of NABB
- Overview of different member roles
- Roles and responsibilities (Committee and Aux roles)
- What is expected from each member (number of shifts etc)
- Member Conduct (including social media policy)
- Recognition badges and Hall of Fame
- Who to speak to for advise
- Privacy Statement
- Data we will hold as part of membership





NBB Volunteer Procedure  
 Phase 2 – Rider Process  
 Committee Control – Training  
 Committee Involved – Rota, Fleet & Membership



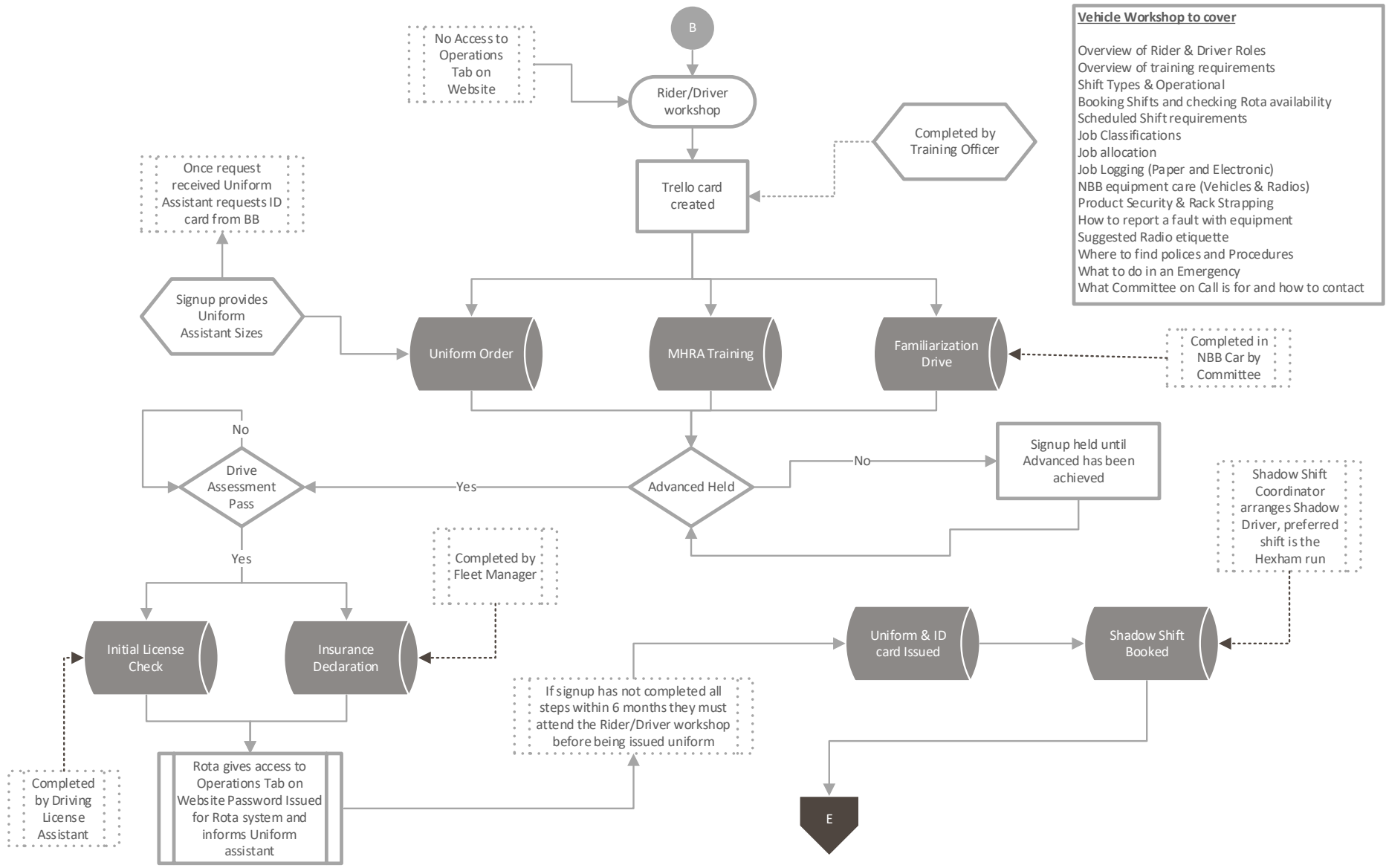
**Vehicle Workshop to cover**

- Overview of Rider & Driver Roles
- Overview of training requirements
- Shift Types & Operational hours
- Booking shifts and checking Rota availability
- Scheduled Shift requirements
- Job Classifications
- Job allocation
- Job Logging (Paper and Electronic)
- Vehicle tracking and use of Blue Lights
- NBB equipment care (Vehicles & Radios)
- Product Security & Rack Strapping
- How to report a fault with equipment
- Suggested Radio etiquette
- Where to find polices and Procedures
- What to do in an Emergency
- What Committee on Call is for and how to contact

NBB Member Process  
 Phase 2 – Driver Process  
 Committee Control – Training  
 Committee Involved – Rota & Fleet

**Vehicle Workshop to cover**

- Overview of Rider & Driver Roles
- Overview of training requirements
- Shift Types & Operational
- Booking Shifts and checking Rota availability
- Scheduled Shift requirements
- Job Classifications
- Job allocation
- Job Logging (Paper and Electronic)
- NBB equipment care (Vehicles & Radios)
- Product Security & Rack Strapping
- How to report a fault with equipment
- Suggested Radio etiquette
- Where to find polices and Procedures
- What to do in an Emergency
- What Committee on Call is for and how to contact



NBB Member Process  
 Phase 2 – Controller Process  
 Committee Control – Training  
 Involved – Controller Assistants

**Assistants are verifying/showing the below tasks**

**Observed Shift**

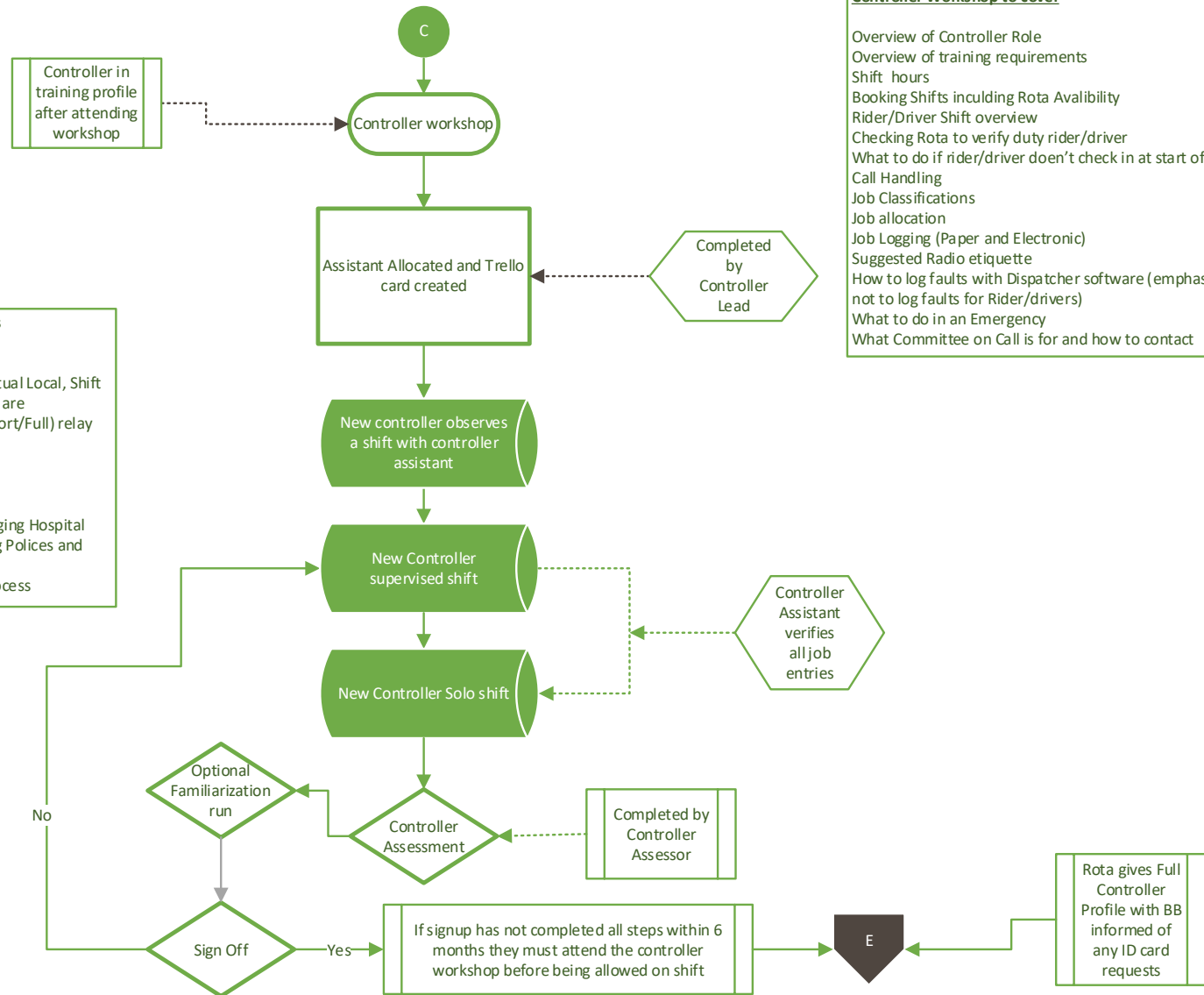
Shown, how Logon on to Dispatcher software, Virtual Local, Shift Control Guide, Where the Polices and Procedures are Talked through Scheduled Runs, duty shifts (Support/Full) relay arrangements with EVS & BBC.  
 Taken a hospital call and dispatched duty vehicle

**Supervised Shift**

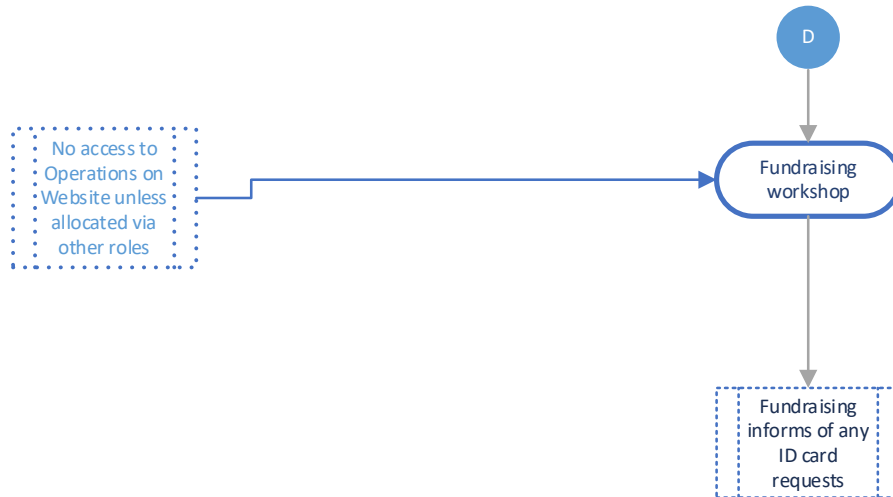
Observed logging into Dispatcher software, Changing Hospital number, accessing Shift control Notices, accessing Polices and Procedures, Setting up and using logging sheet, Contacting duty vehicles, Controller Handover process

**Controller Workshop to cover**

- Overview of Controller Role
- Overview of training requirements
- Shift hours
- Booking Shifts including Rota Availability
- Rider/Driver Shift overview
- Checking Rota to verify duty rider/driver
- What to do if rider/driver doesn't check in at start of shift
- Call Handling
- Job Classifications
- Job allocation
- Job Logging (Paper and Electronic)
- Suggested Radio etiquette
- How to log faults with Dispatcher software (emphasizing not to log faults for Rider/drivers)
- What to do in an Emergency
- What Committee on Call is for and how to contact



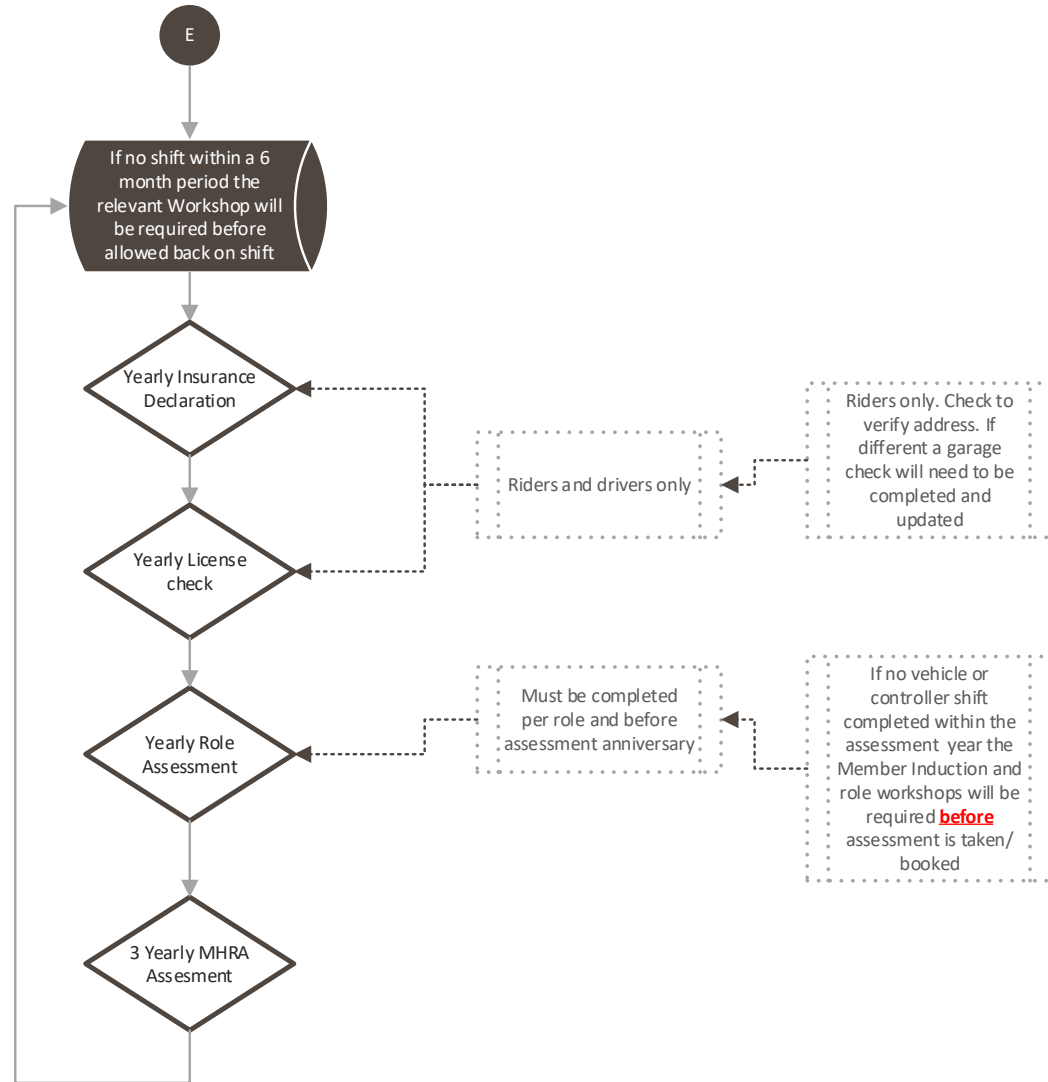
NBB Volunteer Procedure  
Phase 2 – Fundraising Process  
Committee Control – Fundraising  
Committee Involved – Training



**Fundraising Workshop to cover**

- What to expect at events
- Booking Attendance at event
- Event Setup and Close (Inc. buckets to Banking Assistants)
- Dress Code
- Child Safe Guarding
- Donation Bucket Safety
- Conduct at events
- Events kit care

NBB Volunteer Procedure  
Phase 3 – Full Membership  
Committee Control – Rota & Training

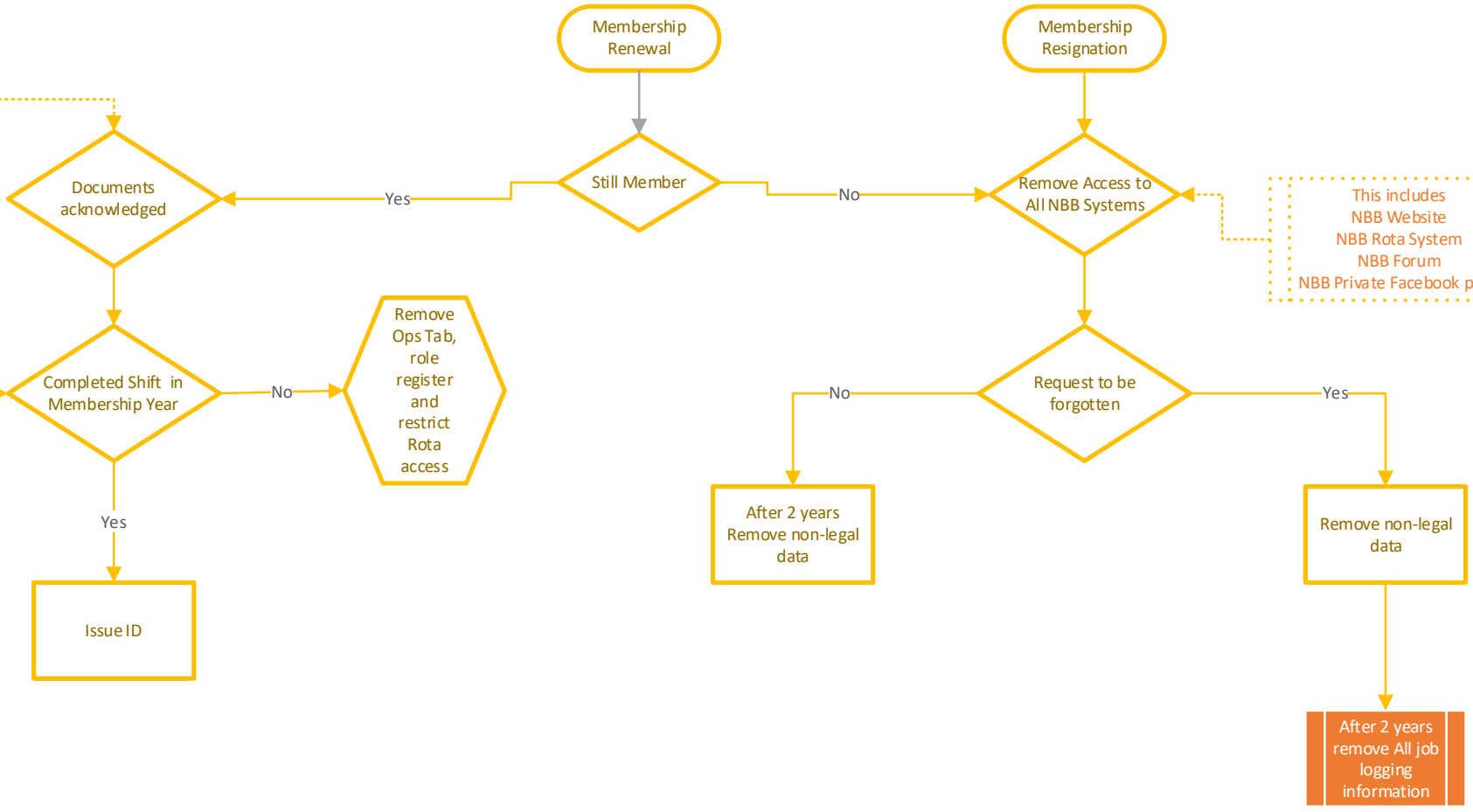


NBB Volunteer Procedure  
 Yearly Renewal  
 Committee Control – Membership & IT

Volunteer reads Privacy/GDPR statement & Social Media Policy agreeing that they have done so and understand the documents

If no vehicle or controller shift completed within the assessment year the Member Induction and role workshops will be required.

This includes NBB Website  
 NBB Rota System  
 NBB Forum  
 NBB Private Facebook page



**Northumbria Blood Bikes:  
VP001 - Volunteer Procedure**

**Version Control and History**

<b>Date</b>	<b>Version</b>	<b>Author:</b>	<b>Reason For Change</b>
March 2020	1.0	Ronnie Paton	First Version
Oct 2020	1.1	Ronnie Paton	Flow chart corrections
Feb 2021	2.0	Mick Redpath	Updates due to DBS requirements