



St John Scotland

Volunteer Handbook

A commitment to provide a safe and supportive
environment for our volunteers

This page is left blank for printing

Volunteer Handbook

Contents

No table of contents entries found.

Hello and Welcome	4
Our Services	5
Volunteering with St John Scotland	6
HQ Staff: Supporting Volunteers	7
Volunteering Roles	8
Recruiting	10
Equality, Diversity and Inclusion	
Positive Induction and Training	11
Recognising our Volunteers	12
Managing Challenging Situations	13
The Essentials	13
Health and Safety, and Insurance	
Identification Badge and Uniform	
Data Protection and GDPR	
Volunteer Expenses	
Confidentiality	
Communication and Marketing	16
Photography	
Social Media	
Leaving Voluntary Activities	17

Volunteer Handbook

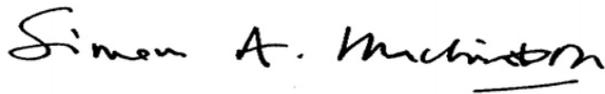
Hello and Welcome

Thank you for choosing to volunteer with St John Scotland (SJS). SJS is a charity and company registered in Scotland (Charity number SC047485). We offer our services throughout Scotland saving and enhancing lives.

Volunteering is at the heart of everything we do. We have a longstanding tradition of recruiting, training and supporting volunteers in various roles throughout Scotland. The Board of Trustees and the Area Committee Members, all of whom are volunteers, ensure the effective operation and good governance of the charity. Our services all rely on the dedication and commitment of our volunteers, without whom we would be unable to deliver our core services.

We hope that everyone who gives of their time to us feels trusted and valued. We want all our volunteers to have a positive volunteering experience and be proud to be part of SJS.

This Handbook is intended to offer general guidance and ensures that all SJS volunteers take part in activities that are fulfilling, meaningful, safe, and that their commitment is recognised and appreciated and we work towards our mission "Saving Lives Together".



Simon Mackintosh
Prior of Scotland and Chair of St John Scotland

Volunteer Handbook

Our Services

Our core services are delivered by volunteers across twelve Areas:

- Aberdeen and the Northeast
- Angus and Dundee
- Ayrshire and Arran
- Central
- Dumfries and Galloway
- Dunbartonshire
- Edinburgh and the Southeast
- Fife
- Glasgow
- Highland and the Islands
- Perth and Kinross
- West Lothian

Our main focus is on developing, and delivering, three core services:

- **Patient Transport:** providing free, comfortable and reliable transport services for patients to and from hospital, across the country.
- **Public Access Defibrillator:** working with communities to help fund and install this life-saving equipment.
- **Bystander CPR Sessions:** empowering as many people as possible to learn how they can help to save lives by performing CPR and using a Defibrillator.
- We also support and collaborate effectively and efficiently with our St John International Family: St John of Jerusalem Eye Hospital, St John Malawi Mother & Baby Project and supporting activities across our Europe, Middle East and Africa (EMEA) region.

Volunteer Handbook

Volunteering with SJS

SJS is completely reliant on the willingness and dedication of its volunteers who bring a wealth of skills and experience to deliver our core services throughout Scotland. You are ambassadors for SJS in their local areas enabling us to deliver our mission.

Our volunteers operate and support our core services with passion and professionalism and are ambassadors for SJS in their local areas.

SJS is committed to recognising the achievements and dedication of our volunteers and we endeavour to support you to fulfil your potential.

HQ Staff: Supporting Volunteers

The small, but dedicated staff team, who operate from our HQ in Edinburgh seek to support volunteers in every possible way and appreciates the contribution made by all our volunteers.

Staff at HQ are available to advise on policy and processes and liaise with our Area Committee members and volunteers regarding:

- PVG and Disclosure Scotland
- uniforms and ID
- training
- branded equipment and materials

The HQ team works directly with local Area Committees to assist in recruiting new volunteers and to supports them to become actively involved in Area activities.

Staff and Roles:

- Barri Millar Chief Operating Officer
- Gordon Swan Administrative Officer
- Lisa Dove Service Delivery Officer – Volunteer Development
- Jenni Pryde Executive Assistant
- Robert Christie Service Delivery Officer – Patient Transport
- Rachel Watson Communication & Marketing Executive

Volunteer Handbook

Volunteer Roles

These may vary across the twelve different Areas. We constantly seek to expand the availability of our lifesaving and life-enhancing activities throughout Scotland.

Currently, we offer the following volunteer roles. Volunteers may choose to engage in more than one role.

- For SJS volunteers' safety it is our policy that a minimum of two volunteers will engage in any of our activities, apart from our Patient Transport Drivers, where this is not possible.

Public Access Defibrillators (PAD)

PAD Lead: At Area level, a local PAD Lead liaises with community groups, clubs, and any others who apply for support with their proposed PAD installations. The PAD Lead ensure that each group has the necessary funds which may be supplemented by SJS. They organise site visits to ensure PADs are installed in the most suitable locations to meet both local, and national requirements. PAD Leads promote the need for PADs, as central to our core services. They also liaise with SJS HQ throughout the procurement and ordering process.

Volunteer Handbook

Cardiopulmonary Resuscitation (CPR)

CPR Lead: At Area level, the CPR Lead will deliver “Train the Trainer” sessions to our new CPR volunteers. After 3 training sessions, and if approved you will then be put forward to receive your PVG to enable you to work with all people including children and vulnerable adults. After a Public Access Defibrillator has been installed you will organise the delivery of our free CPR sessions. These events are delivered by our CPR Instructors. The Area CPR volunteers deliver bystander hands-only CPR demonstrations to those who we have supported to install a defibrillator in their community.

CPR Instructor: Deliver bystander-CPR awareness demonstrations to various people at different events within the local area and also demonstrate the use of a Defibrillator.

Patient Transport (PT)

PT Coordinator: At Area Level, the PT Coordinator oversees and manages a team of volunteer drivers who provide a dedicated transport service for patients to and from oncology or renal units at the 'Area's agreed hospital(s).

PT Driver: At Area Level, PT Drivers transport patients from their own homes to oncology or renal appointments at the required hospitals. This service is completely free to patients.

Volunteer Handbook

Other Volunteer Roles

Volunteer Lead: At Area Level, the Volunteer Lead assists the Area volunteers, supporting them in their role and works closely with SJS HQ

Fundraiser Lead: Fundraising is an important part of volunteering for SJS. This role involves working closely with the local Area Committee and organising events.

Volunteer: Supports the Area Committee to deliver services and raise the awareness of the work SJS does both locally, nationally and internationally. There may also be the opportunity to move into one of the other volunteer roles.

Area Executive Committee:

The work of the twelve areas is vital to the success of SJS and the delivery of our Core Services. A few volunteers may be asked to join their Area Executive Committee which comprises of:

- Chair Person (who must be a member of the Order of St John)
- Treasurer
- Secretary.

*See our website for information on membership of The Order of St John/The Priory of St John Scotland.

<https://www.stjohnscotland.org.uk/order-st-john>

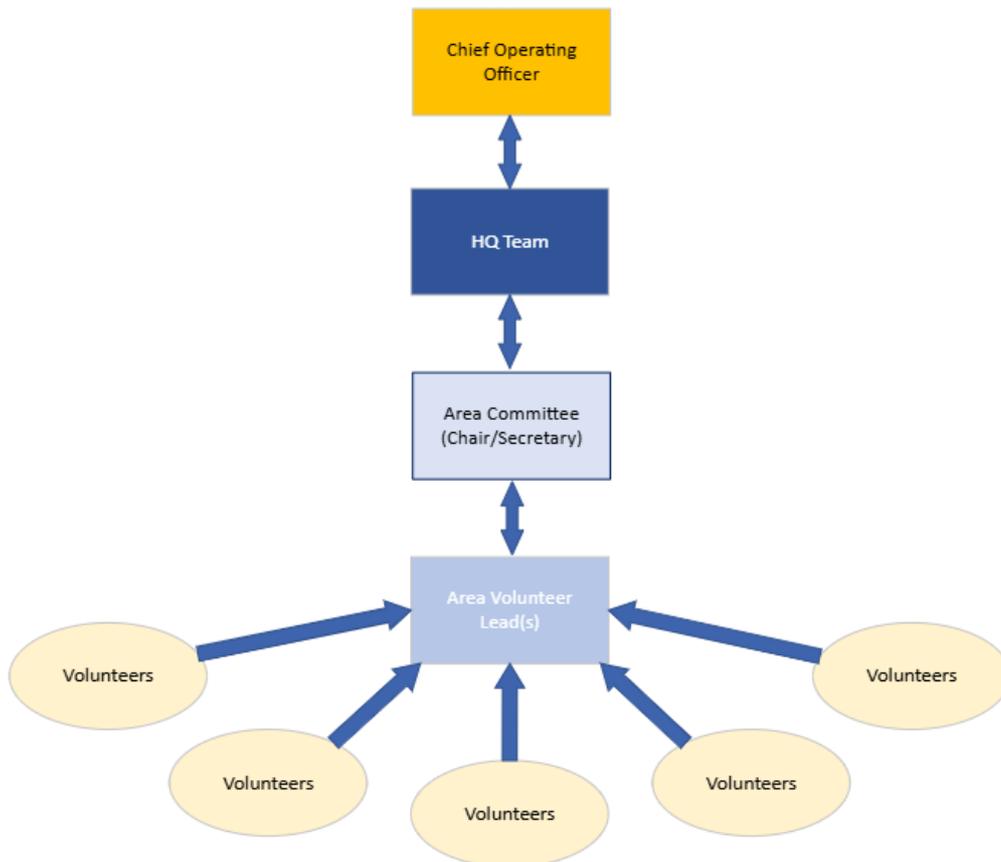
Volunteer Handbook

Recruitment

We hope that existing members and volunteers will encourage colleagues, friends, and family members to join them. However, to augment these connections we recruit from outwith the charity, and from the wider public. SJS attends a variety of external events to promote and recruit volunteers throughout the year. We focus on local events and volunteer fairs, and are regularly advertising for volunteers within each Area, and for specific service roles, as required.

We want to ensure that anyone who volunteers with us can direct your efforts to the most appropriate role to suit you, enabling you to use your skills and passion to ensure the success of our core services. In order to tailor the roles to the right volunteers, we ask you to complete an Initial Enquiry Form to obtain an initial impression of what role or activity you are interested in. Depending on the volunteering positions available in your Area, volunteers may be asked to take part in an informal chat, or in a more formal interview.

Volunteers are supported by Volunteer Leads in each area, who work closely with the Staff based at HQ.



Volunteer Handbook

Equality, Diversity and Inclusion

SJS is committed to ensure that all volunteers are treated fairly, with respect, and are not subjected to unfair treatment or unlawful discrimination. We value people as individuals with diverse opinions, cultures, lifestyles and circumstances

Positive Induction and Training

As part of the induction process, all volunteers will be allocated a mentor who will arrange and carry out their induction. All volunteers will be offered appropriate information and training to help support you in your role with SJS and to give you confidence in carrying out your role(s).

The Induction Checklist is included within the Volunteer Pack for more information. (VP005)

Recognising our Volunteers

SJS is committed to valuing and recognising volunteers and your contribution to the organisation. This is recognised in several ways including:

Certificate of Appreciation

In recognition of 3, 5 or 7 years voluntary service of 60 hours per year.

Service Medal

In recognition of 10 - years voluntary service of 60 hours per year.

You are responsible for keeping your own annual records

You are not required to be an Order member to receive either of the above awards.

Membership

Membership of the Order of St John may be offered

Further information can be obtained from HQ or your Area Secretary.

Volunteer Handbook

Managing Challenging Situations

The relationship between SJS and its volunteers is entirely on a voluntary basis and relies on the willingness of both parties - it does not imply any contract of employment.

One of our priorities is to ensure that volunteers are happy and supported to carry out your role(s) with our charity. However, we understand that where there may be a need to raise concerns appropriately when an issue or a difficulty does arise for a volunteer, we will attempt to resolve this fairly to minimise the potential for such a matter to escalate further.

- For further information the SJS Volunteer Complaints Policy (VP006) is included in the Volunteer Pack. It is also accessible through the link to SharePoint.

Support and Supervision

SJS aims to treat all volunteers with fairness and respect. If you should ever encounter a personally distressing or difficult situation involving a service user, staff member or other volunteer/s please discuss this with your Area Lead, in the first instance. If this is not possible, you should contact the following: Head Office: Volunteer Development Officer - volunteer@stjohnscotland.org.uk. Tel: 0131 556 8711

We will also try to ensure that you...

- are kept informed of changes and developments that may affect you in your volunteering role and of any new volunteering opportunities.
- have the opportunity to be involved in discussion groups and decision making across all areas of volunteers. We have a 'Communities of Practice' group available to all Leads.
- have access to a complaints procedure via an independent member of staff (link within the volunteer pack).
- feel that your contribution is valued by staff employed at Head Office
- are able to see how your contribution fits into the broader charitable objectives of St John Scotland.

Volunteer Handbook

The Essentials

Health and Safety, and Insurance

Volunteer activities will be risk assessed by the Area Committee, project lead or by Head Office to reduce the potential likelihood of an accident. SJS public liability insurance offers cover for volunteers carrying out planned and agreed tasks. Activities undertaken by volunteers will be planned and managed by the Area Leads, or the Area Committee with assistance from HQ if required and/or requested. A Risk Assessment Form/Process is available from HQ

Identification Badge and Uniform

Whilst carrying out SJS duties, the SJS branded uniform you have been provided with should be worn with your photo ID badges - all issued by HQ.

Both the ID badge and uniform must be returned to your Lead if volunteers leave the organisation or a certain volunteer role.

Data Protection and GDPR

SJS gathers and processes your personal information in accordance with this privacy notice and in compliance with the relevant data protection regulation and law. SJS email addresses, and access to SharePoint (our secure web-based platform) is provided to key volunteer roles and Area Executive Officers within each Area. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why, and when we collect and process your personal data.

Our Registered office is: St John Scotland, St John's House
 21 St John Street,
 Edinburgh, EH8 8DG

SJS is a company registered in Scotland (No. SC557034), and a registered Scottish Charity (No. SC047485). SJS is registered with the Information Commissioner's Office and listed on the Register of Data Controllers under registration number ZA420323; we act as a Data Controller and Data Processor.

Our Data Protection Lead at HQ is Gordon Swan he can be contacted at the above address or telephone: 0131 556 8711. More information can be found via this link: [SJS privacy-notice](https://www.stjohnscotland.org.uk/privacy-notice) or www.stjohnscotland.org.uk/privacy-notice

Volunteer Handbook

Volunteer Expenses

SJS Volunteers are entitled to claim reimbursement for reasonable expenses incurred whilst undertaking your role(s) with SJS. We are keen to record the hours worked by our volunteers. A separate Volunteer Expenses Policy explains this in more detail.

- The SJS Volunteer Expenses Policy (VP007) is included in the Volunteer Pack

Confidentiality

All Volunteers with SJS **must not** disclose any confidential information regarding SJS, or individuals that you may be dealing with or to any unauthorised person.

- For more information the SJS Volunteer Confidentiality Agreement (VP004) is also included in the Volunteer Pack.

Volunteer Handbook

Communication and Marketing

Photography

SJS may use photographs/videos of volunteers to promote their work. Volunteers will be informed about this and given the opportunity to decline. Volunteers **must not** publish pictures of yourselves wearing the St John Scotland's uniform or anything that relates you to the charity if those pictures could be detrimental to the charity's reputation.

- **Do not take or use photographs of children (up to the age of 18) attending any SJS events without parental written permission.**

Social Media



SJS uses several social media platforms to promote and advertise our work. We currently post regularly on Facebook, "X", Instagram and LinkedIn. These social media outlets relating to the work of SJS are carefully managed and monitored by the Communications Officer.

If volunteers would like to publish posts in reference to SJS, we ask you to do so in a way that promotes the work of our volunteers, SJS and the Priory of Scotland and protects the reputation of the organisation.

Our social media accounts can be found below:

The Priory of Scotland of the Order of St John Facebook

St John Scotland Facebook

St John Scotland Twitter

St John Scotland Instagram

St John Scotland LinkedIn

Communications Officer:

communications@stjohnscotland.org.uk

Volunteer Handbook

Leaving Voluntary Activities

When volunteers move on from volunteering with SJS, you are asked to provide feedback in the form of a leaver's questionnaire (available from HQ). We will retain volunteers' information on our secure database unless individuals request that this is removed.

SJS consider the thoughts and opinions of volunteers as being of high importance and that volunteers should feel that you are listened to. Volunteers are welcome, and encouraged, to disclose any information as you would like on your experience with SJS, and any information that could enhance the services we offer.

Volunteers are able to request a reference (start and end dates only) from the local SJS Area Chair or Area Leads.

Volunteer Handbook

Document Title:	VP003 - Volunteer Handbook
Document Sponsor:	Chancellor
Date Approved:	June 2025
Board Approval:	Yes
Version No:	v1.0
Review Frequency:	Every 2 years
Next Review Date:	June 2027



St John
Scotland

St John Scotland Registered Office: 21 St John Street, Edinburgh EH8 8DG

T: 0131 556 8711 **E:** info@stjohnscotland.org.uk **W:** stjohnscotland.org.uk

Scottish Registered Charity number SC047485.

A company limited by guarantee registered in Scotland number SC557034