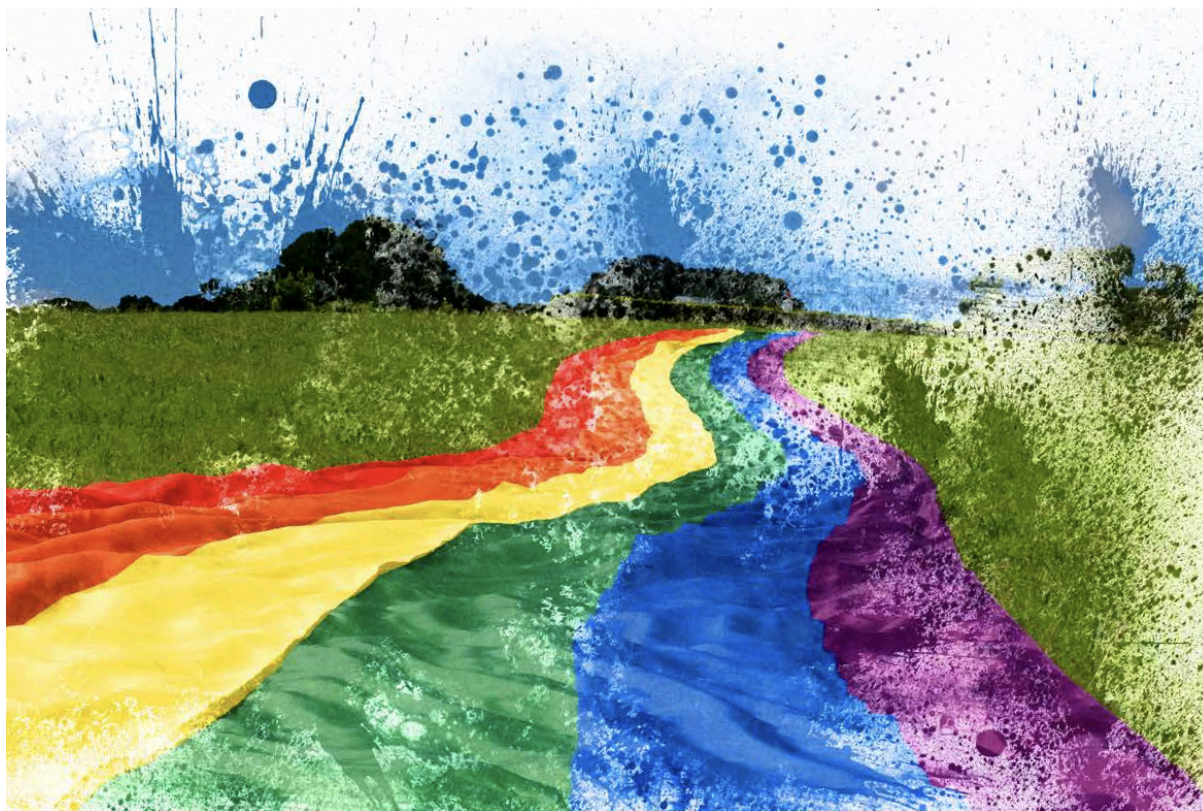


# Staff and volunteer handbook

## Welcome to Liberate



On behalf of the Board, we welcome you to Liberate and hope that you will be happy working with us. Liberate was founded on 15<sup>th</sup> February 2014, we currently have one member of staff and the rest of our team contribute on a voluntary basis.

We are delighted that you are working with us and hope that you will find your role enjoyable. This handbook has been designed to provide guidance to volunteers and employees joining our team and enabling you to meet the needs of the people in the community in Guernsey's changing society.

Please note that the terms employee, job, staff, workers and similar are used to cover both volunteers and paid members of Liberate in all documents.

## Our Mission

We educate and **inform** on a wide range of Lesbian, Gay, Bisexual, Transgender, Queer and Questioning (LGBTQ+) issues and **support** those who identify as LGBTQ+, their families and friends.

# Staff and volunteer handbook



We campaign to **reform** related laws and policies to ensure that LGBTQ+ people can enjoy the same freedoms and protection as everyone else in the Bailiwick of Guernsey.

We question social attitudes and behaviours which discriminate against LGBTQ+ people. We offer advice and support to help tackle discrimination, in all its forms, against LGBTQ+ people to ensure that LGBTQ+ people are included and their rights are respected.

We positively promote awareness of the LGBTQ+ community and encourage support from all social, professional and political entities.

We host events where LGBTQ+ people are **included** and can meet in a safe and supportive environment. We also stage fundraising events to support specific projects.

We stand as positive role models and help provide a voice for the Bailiwick's LGBTQ+ community.

You can find a list of our current priority work streams, as well as our past successes in the 'Liberate Strategy Document 2020 onwards'.

## Our Vision

Our vision is to have a fair and equal society, where each LGBTQ+ person living

in the Bailiwick is treated with dignity and respect. We wish to create:

A place where the laws protect equally the rights of LGBTQ+ individuals.

A society that welcomes and protects diversity.

We wish to put in place support services for LGBTQ+ people growing up and growing old within the Bailiwick.

We wish to create an island community where everyone stands in equal footing with their neighbour regardless of their:

Age

Belief

Disability

Gender identity

Race

Sex

Sexual orientation

# Staff and volunteer handbook



Our goal is for the Bailiwick of Guernsey no longer to require an organisation such as Liberate to campaign for equal rights of LGBTQ+ individuals.

## Promoting Equality and Valuing Diversity

Liberate is committed to providing equality of opportunity for all people, families and carers with whom we work. We value and respect their diversity.

Liberate is working to create equal access to opportunities for paid employment and voluntary involvement and will base selection for roles and promotion solely on ability to meet the requirements of the post. This is irrespective of age, disability, gender reassignment, marriage, and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation, irrelevant offending background, responsibility for dependents, economic status or political values.

Liberate is committed to taking active steps to identify, address and eliminate unfair or unlawful discrimination or prejudice where these are identified in the organisations practices and procedures.

This Handbook should be read in conjunction with 'Liberate's Policy and Procedures'. A list of policies can be found at the end of this document. Please note it is your responsibility to familiarise yourself with these policies.

## Personal and Professional Conduct

Liberate recognises and respects that everyone has the right to conduct their private life according to their own conscience. However, members of staff and volunteers should avoid situations where other interests conflict with obligations to Liberate. The following is therefore intended for the protection of members of staff and the preservation of Liberate integrity and public image.

## Safeguarding and Protecting Children, Young People and Adults at Risk

At Liberate, we all have a fundamental responsibility to ensure that in every aspect of our work, people at risk are protected and kept safe from harm. Everyone who works for Liberate is expected to be committed to our Safeguarding Policy and be clear about what their individual role and responsibility is in keeping people safe.

# Staff and volunteer handbook

Liberate expects all staff/volunteers to be able to:

Define what is meant by safeguarding.

Understand their roles and responsibilities for safeguarding people and know what to do if they suspect that a person may be at risk from harm.

Know where to go for support.

Be clear about professional boundaries and safe working practices.

## **Disqualification from Working with Children and/or Adults at risk**

If a volunteer or member of staff, after joining Liberate is subject to investigation and/or subsequently becomes disqualified from working with children or vulnerable adults (including 'disqualification by association' e.g. by living in the same household where another person who is disqualified lives or works) then they must inform their line manager immediately so that an assessment can be made for their continued employment within the role. Liberate may have no alternative but to terminate a staff member's employment.

## **Personal Relationships at Work**

Members of staff who enter into/are involved in ongoing personal relationships with other members of staff, as and when workers or volunteers within the workplace or anyone external but associated with the workplace e.g. stakeholders/commissioners of services, contractors etc. where this may present a conflict of interest, should inform their line manager.

The manager will determine whether the relationship presents a potential conflict of interest and if any steps are required to ensure there is no detrimental effect on the organisation or others. For example, where a personal relationship exists between a line manager and a member of staff reporting to them alternative management supervision may be required.

Where a personal relationship exists those involved should conduct themselves in an appropriate and professional manner at all times while at work and not allow the relationship to affect work performance, cause embarrassment to colleagues or compromise their personal/professional integrity or that of the organisation.

In accordance with the Safeguarding Code of Conduct, please note that members of staff must not enter into personal relationships with service users. The disciplinary procedure will be used where this requirement is breached.

# Staff and volunteer handbook



## Performance Improvement Policy

The Performance Improvement Process provides a fair and consistent approach towards members of staff whose level of performance does not meet the required standards. It is designed to help and encourage all members of staff to achieve and maintain the standards of performance required by Liberate.

In order to ensure that staff have the skills to meet performance standards Liberate will, where appropriate, offer both formal and informal training and development opportunities.

In the event that standards are not met the Performance Improvement Process will be used. The procedure comprises of an informal stage for a minor performance issue and formal stages for a more serious performance issue.

## Grievance Resolution Policy and Procedure

Liberate Grievance Resolution Policy and Procedure is concerned with the resolution of work-related concerns, problems or complaints, made by employees and workers, including harassment complaints and complaints about actions of a third party, e.g. a work colleague or client, where Liberate could be vicariously liable for those actions.

## Whistleblowing

Whistleblowing is the reporting of a concern that something is happening within Liberate that should not be, or not happening that should be, which may include wrongdoing, or relate to the way in which the organisation is run. Please refer to the Whistleblowing Policy for additional information and support.

# Staff and volunteer handbook

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## Management of Information Confidentiality

You have a duty of confidentiality to Liberate that applies during and after your employment. You may not disclose, divulge or communicate to any person or organisation or use for another organisation or individual's benefit, any Confidential Information that you have or acquire regarding Liberate, its service users, clients, staff, stakeholders, commissioners or partners. "Confidential Information" includes but is not limited to strategy, development and plans, contracts, lists of clients/service users, budgets, management accounts or other financial reports or any documents/data marked confidential and/or where there is a reasonable expectation that documents/data and their contents should be treated as confidential. You may of course disclose confidential information where you need to do so for the proper performance of your duties or where you have permission to disclose it or where it is already public knowledge.

## Data Protection

GDPR 2018 is concerned with the protection of rights in relation to personal data. The Act aims to ensure that people know where their data is held, what it is used for and with whom it is shared. It also makes sure that personal information is treated correctly and that the organisation has systems in place to manage that information. All staff have a duty to comply with the requirements of the Regulation as set out in the Liberate Data Protection Policy.

All staff have a responsibility to keep secure personal and sensitive data. This includes data in relation to service users, staff, volunteers and supporters. Any breach of GDPR, e.g. any loss of personal data, must be reported immediately to your line manager.

The Disciplinary Procedure will be followed in proven cases of incompetence or negligence in relation to GDPR, particularly if the member of staff is guilty of fraud, gross misconduct, or any criminal offense.

# Staff and volunteer handbook

## Information Technology Code of Practice (including the use of email, internet and social media)

The code of practice applies to all information stored electronically for Liberate and to the use of Liberate computing resources, social media accounts and Google Drive. It must be followed by all users of Liberate IT systems. You are required to sign the IT code of practice (which can be found within the Confidentiality Policy) and have a copy of the document signed in your staff file.

### Access to Personal Information

Liberate may hold and process personal data relating to the employment relationship. This data is confined to that which is considered necessary in order to ensure that we have adequate records for employment and related purposes, to meet our legal obligations, business requirements and to be able to respond to emergencies.

In addition, data may be shared with other parties for the provision of references and/or other information, including States departments or other bodies to meet our legal obligations. Information will only be disclosed or transferred where it is in accordance with the data protection policy or consent has been given.

## Personal Information Access Request

Under Data Protection legislation individuals have a right of access to personal information held on them, e.g. personnel files, with the exception of certain information such as references. The majority of information will be made freely available in your staff file. Additional information requested will be supplied within 30 days of the request being received.

Following a review of the information held an individual has the right to request that incorrect information be corrected, or inaccurate and/or irrelevant information be removed. Any such request must be made in writing to the Chair.

## Pay and Remuneration

All staff will be paid on the last working day of the month. Any additional hours for core staff (with the agreement in advance from your line manager) will be taken as time in lieu.

Pay slips are provided by the Treasurer. Copies should be saved by staff if required and duplicates may be requested from the Treasurer.

# Staff and volunteer handbook

## Travel Expenses

Everyone has responsibility for ensuring that the most cost-effective mode of transport is used. This takes into consideration overall costs, including likely subsistence requirements, time utilisation and the requirements of the job. All expenses should be processed monthly and agreed in advance.

## Subsistence Expenses

Liberate subsistence payments are intended to reimburse the reasonable and additional costs incurred by individual members of staff or volunteers in the course of their work on behalf of Liberate. Additional subsistence costs are those which would not normally be incurred by the member of staff during a normal working day. Advice on these should be sought in advance.

All members of staff and volunteers should submit their expense claims to the Chief Executive Officer (CEO) for authorisation supported by appropriate receipts. Claims will be reimbursed by the Treasurer as soon as possible or at worst by the end of the following month into the member of staff's bank account.

## Absence, Sickness and Annual Leave

### Absence

All pay during periods of sickness is subject to the conditions in your contract, if you are a paid employee, as long as no other work is undertaken during sick leave, the ill-health is legitimate and a return to work is possible.

To qualify for sick pay when a member of staff is absent from work because of illness, they must notify their line manager within one hour of the beginning of the working day commencing and provide information on the nature of the illness and how long it might last.

Liberate staff may self-certificate for all absences up to four days in duration, absences of more than four days will require a doctor's certificate. In the case of frequent absences, long-term absence, work related illness Liberate may also make a referral to an occupational health professional. This would involve the occupational health providers requesting a medical report from the member of staff's general practitioner (with a member of staff's consent) and/or hospital consultant, and/or the member of staff undergoing a medical examination.

# Staff and volunteer handbook

Throughout periods of sickness absence, the member of staff must keep their line manager informed about their progress. As part of the communication process it may also be appropriate for the manager to contact the member of staff at home and to make home visits.

Upon return from sickness absence the line manager will conduct a return to work interview with the member of staff to check they are sufficiently recovered to be back at work and to identify any issues that Liberate needs to be aware of as the employer.

If an employee has returned to work or wishes to return to work before the expiry of their existing medical certificate, the employee should obtain a 'return to work certificate' (fit note) from their GP confirming that they are well enough to return. Alternatively, the manager will hold a return to work planning meeting with the employee to discuss their return and to check they are sufficiently well again to be back at work.

## Sickness Benefits

If you are unable to work because of a physical or mental health illness, you may be able to claim sickness benefits from Social Security. To receive sickness benefits you must be unable to work for at least 4 days and meet certain rules about the payment of contributions. To make a claim for sickness benefit you will need to submit a

medical certificate which will be supplied by your doctor or medical professional if they feel you are unable to work. The medical certificate should be sent into the Social Security within 28 days - this is your claim for sickness benefit. The amount of benefit payable depends on the number of Social Insurance contributions you have paid or been credited with in the relevant contribution year. You must make this claim and communicate the benefit amount to your line manager; your pay will be adjusted accordingly.

## Accruing and Taking Annual Leave during Sickness Absence

Annual leave will continue to accrue during periods of sickness absence.

Members of staff who fall sick during the course of their annual leave and provide a doctor's certificate confirming their sickness shall be regarded as being sick from the date of their doctor's certificate and shall be entitled to take the balance of the holiday at a later date after their return providing that is within the same leave year.

# Staff and volunteer handbook

## Annual Leave

The leave year commences on 1st January. Members of staff are expected to take all the leave to which they are entitled during the twelve month leave period. However, circumstances may arise when this is impractical. Managers therefore may allow members of staff to carry over up to 10 days of untaken leave to the following leave year. Requests to carry over annual leave must be made in writing before the leave year ends.

All new employees accrue annual leave from their first day of employment. Employees starting part way through a month will be given a pro-rata of their entitlement according to the number of completed days worked during that month.

Leavers will be allowed a pro-rata of their entitlement according to the number of completed days worked during the current leave year. Liberate reserves the right to reclaim salary paid for leave taken in excess of this entitlement.

### Statutory Holidays

January	New Year's Day
Easter	Good Friday and Easter Monday
May Day	Holiday Monday
Liberation Day	May 9th
Late Spring	Holiday Monday (May)
Late Summer	Holiday Monday (August)
Christmas	Christmas Day and Boxing Day

# Staff and volunteer handbook



If members of staff normally work on the day on which a bank holiday falls and do not do so on that day, they will be paid the amount that they would have received if they had worked. If they do not usually work on that day, and do not come to work, they will be paid one day's pay, i.e. 1/260<sup>th</sup> of annual salary.

All staff, including part-time members of staff, are not entitled to carry forward, or be paid in lieu of, bank holiday entitlement.

If a staff member is on maternity leave on a bank holiday(s), they are entitled to accrue the hours for the bank holiday as per the above calculation.

Managers are responsible for recording all bank holidays as they do for annual leave.

## **Additional Hours and Flexible working**

It is Liberate's expectation that all staff work flexibly (including evenings and weekends) to ensure that the service delivery meets the needs of our service users. The organisation recognises that staff may require time off in lieu for any additional hours worked. Our flexible approach to work ensures that working time can and should be balanced within any given week, working times should be accurately recorded in your spreadsheet and emailed to the CEO and Treasurer at the end of each month. TOIL may only be accrued with the prior agreement of your line manager, the maximum that may be accrued at any one time is two days and that time should be taken back within one month where practicable. Exceptions to this guidance must be recorded via email.

## **Probationary Periods for New Employees**

Liberate requires all externally appointed staff (permanent and fixed term) to successfully complete a probationary period of 26 weeks. In certain situations, the probationary period can be extended (or suspended) but normally the total probationary period should not exceed 39 weeks.

# Staff and volunteer handbook

## Annual Performance Appraisal (APA)

During the appraisal period October - November members of staff will have a formal opportunity to discuss their performance with their line manager. This is in addition to the on-going supervision and work review sessions.

The purpose of the annual performance appraisal is to assist members of staff to improve their job performance, as appropriate, to develop their skills and abilities, to increase their job satisfaction and identify obstacles to performance. An individual development plan for every member of staff should be part of this process.

## Health and Safety General Information

Liberate recognises and accepts its responsibilities as the employer for ensuring, so far as is reasonably practicable, the health, safety and welfare of all its staff, service users and volunteers and will provide:

- A safe place of work and safe access to it;
- A healthy working environment;
- Equipment and systems of work that are safe;
- Sufficient information, instruction, training and supervision to enable all staff to avoid hazards and contribute positively to their own health and safety at work;

Liberate also accepts that health and safety is a line management responsibility which requires the commitment and active participation of all managers at every level. The CEO assumes overall responsibility for the implementation of health and safety matters within Liberate. Specific service oversight will be delegated to managers.

Staff are obliged to bring to the attention of the responsible manager any hazards, both potential and actual, and any defects in health and safety policy, procedure or working practice.

Staff must take reasonable care of their own health, safety and welfare and that of others who may be affected by what they do or do not do. This will include immediately notifying the manager or other appropriate person of any situation, change in circumstances, or shortcoming which they consider may pose a significant health and safety risk to themselves or to any person. Workers must also report by email any injuries, incidents, near misses and work-related disease or ill health;

# Staff and volunteer handbook

In addition, staff must cooperate with Liberate on health and safety to ensure there is compliance with any legal or local health, safety or welfare at work requirements. For example, by attending any required health and safety training courses

Staff will correctly use work items provided by Liberate, in accordance with training, instructions or information provided. Not using any equipment unless they have been adequately trained and authorised to do so.

Where staff have been delegated a special health and safety task by their manager, they will perform it to an acceptable standard, and notifying the manager in the event of their experiencing any difficulty in carrying out that task.

## Working Time and Rest Breaks

The UK Working Time Regulations set out that the average maximum weekly hours for the majority of workers should be 48 hours. In the case of young workers (under 18) this is restricted to 40 hours a week and 8 hours a day. These totals incorporate hours worked for other employers.

Any worker who feels they are too tired to carry out their work safely and effectively must discuss this with their manager immediately and arrange a time to discuss their working hours and work life balance.

## Fire Precautions

Members of staff are required to make themselves aware of the fire precautions in each building where they may work, and to make themselves available for fire drills or fire lectures which may be arranged.

Equipment with naked flames including portable gas appliances, space heaters, camping stoves, BBQ's, blow lamps, oil lamps, candles etc. must not be used in any premises controlled by Liberate unless.

1. The manager for the premises agrees with the equipment's use.
2. A written risk assessment has been carried for the equipment's use.

## Alcohol and Drugs/Solvent Misuse at Work

It is essential that all members of staff are fit and capable to work to ensure the health, safety and welfare of themselves and others in addition to being able to provide a productive service.

# Staff and volunteer handbook

If there is a concern that substances and/or alcohol are being used by any members of staff in such a way that may adversely affect their health and personal life with consequential effects on their attendance and work performance line managers are encouraged to offer support and guidance to ensure staff or volunteers receive the most appropriate support. In the event that drug or alcohol misuse has an ongoing detrimental effect on the service the member of staff may be subject to performance management.

## Communications

The CEO is responsible for ensuring that the organisation delivers clear and consistent messages, which engage, inform and inspire our diverse audiences, which include staff, volunteers and supporters as well as the general public. They are responsible for campaigns, publications, websites, e-communications and our overall brand direction. Their work spans internal communications, event management, publishing/editorial, graphic design, photography, video-making and print production. Your responsibility is to ensure that you fully contribute to the production and distribution of materials and that you promote the organisation in a positive way at every opportunity.

It is important that Liberate presents coherent and consistent messages to the media, both press and broadcast. Any media requests or contacts should be directed to the CEO. No response should be made by any member of staff on behalf of Liberate without authorisation by the CEO.

If a member of staff wishes to contribute to the press in a private capacity, Liberate's name may not be used. Under no circumstances may a member of staff or volunteer make a press or social media response to any article on a Liberate matter by way of explanation, protest or in answer to criticism, without the prior consent of the CEO.

## Publications

The documentation below may be found online [www.liberate.gg](http://www.liberate.gg) in the 'about' section:

- Annual report
- Annual audited accounts
- Current vision and strategy document

## End of Employment

We hope that your employment with Liberate is lengthy and enjoyable.

# Staff and volunteer handbook

## Periods of Notice on Termination

A member of staff, no matter how long or short their employment, must give notice of their intention to leave in accordance with their letter of appointment. When resigning their post a member of staff should give notice in writing with their reason for leaving to the their manager.

## References for Staff

It is Liberate's policy to provide, on request, references for existing and former members of staff for the first three years after leaving the organisation. You should contact the Chair or CEO as a referee.

It is not appropriate for a referee to act in both a business and personal capacity. Members of staff should always name the Chair for credit references, bank references and information required by building societies.

## Liberate policies and procedures

You can access all the below documents via this [hyperlink](#)

Code of conduct

Complaints Procedure

Confidentiality policy

Data Protection Policy

Disciplinary and Grievance Resolution Policy & Procedure

Performance Improvement Procedure

Safeguarding Policy

Whistleblowing Policy

Our latest Vision and Strategy Document, Annual report our accounts can be found in the 'about' section on our website [www.liberate.gg](http://www.liberate.gg).

Liberate staff structure:

CEO - Ellie Jones

Treasurer – Joey Le Blond

Secretary – Colin Eastburn-Mallory

Trustees – Bruce McDougal, Pete Turner, Abigail Mason, Grace Lyndsey, Mark Smith, Oliver Bailey Davies (incoming)

**Updated: May 2026**