

# Leeds Nightline

## CONSTITUTION

### Definitions

**Activities Executive** - the elected students representing Clubs and Societies as outlined in Bye-Law 7:21.

**Activities & Opportunities Officer** - the elected student who leads the Activities Executive. Their role is outlined in Bye-Law 7:4.

**Ex-Officio Membership** - membership of clubs & societies given to the Activities & Opportunities Officer and members of the Activities Executive because of the role they have

**AGM** - Annual General Meeting

**Association** - Nightline Association UK (This organisation is in the process of closure)

**Active Member** - members of Nightline that have passed training assessments and are eligible to perform telephone and IM duties

**Training**- The four days of training and assessment required to become an active member.

**External Member** - members of Nightline that exclusively work on fundraising, publicity, and other external activities. They have not completed training and are not eligible to take shifts.

**External Member Induction**- A short training course to get external members qualified to represent Nightline and support publicity and fundraising activities.

**Coordinators** - the Internal, External and Support Coordinators

**Duty** - When a volunteer is on a shift, either IM, Telephone, Support or Supervised

**EGM** - Extraordinary General Meeting

**Flat** - Where Nightline is operated from

**In-Flat IM** - Operation of Instant Messaging inside of the flat

**IM** - Instant Messaging inclusive of In-Flat IM and Remote IM

**LUU** - Leeds University Union

**Nightline** - Leeds Nightline

**NM** - New Member

**Remote IM** - Operation of IM outside of the flat

**RON** - Reopen Nominations

**Shift** - A Nightline duty or a shift on ThreeRings

**3R** - ThreeRings

**Public Face** - A member of Nightline that can publicly declare their involvement in the service when required to carry out their role

## **1 Name, Aims and Objectives**

- 1.1. The name of Nightline is Leeds Nightline, hereafter referred to as Nightline.
- 1.2. Nightline constitution will be kept confidential.
- 1.3. Nightline constitution will only be accessible to active members of Leeds Nightline (active member status detailed in section 2.6.1), the Head of Activities, the Activities officer and the clubs & societies manager at Leeds University Union and members of the Association.
- 1.4. All members of Nightline agree to abide by the terms of the constitution when signing the volunteer agreement.
- 1.5. The constitution is open to amendments.
  - 1.5.1. Any active member of Leeds Nightline has the right to propose an amendment to the constitution, submitted in writing to Nightline Committee.
  - 1.5.2. Amendments to the constitution will be reviewed at an EGM that is open to all active members of Leeds Nightline.
  - 1.5.3. Amendments to the constitution must be seconded by another active member of Leeds Nightline at the EGM.
  - 1.5.4. Ratification of any amendments will be decided by simple majority vote at the EGM, in the event of a tie the Internal Coordinator has the deciding vote.
- 1.6. Leeds Nightline is a student-led information and listening service aimed at students from the following further and higher education institutions:
  - The University of Leeds
  - Leeds Beckett
  - Leeds Trinity
  - Leeds College of Music
  - Leeds Arts University
  - Northern School of Dance
  - University of Law (Leeds campus)
  - Any additional Leeds based higher education institution
- 1.7. All aspects of the information and listening service provided by Leeds Nightline will adhere to the following core values:
  - Anonymous
  - Confidential

- Non-directive
  - Non-advisory
  - Non-judgemental
- 1.8. Normal operating hours for Leeds Nightline are defined as between 2000 and 0800, or between 2000 and 0000 within Term time
    - 1.8.1. Term time is defined according to University of Leeds semester dates and is inclusive of fresher's week and the weekend preceding.
  - 1.9. Leeds Nightline telephone listening and information service should operate where possible between 2000 and 0800, every night of term.
  - 1.10. Leeds Nightline instant messaging listening and information service should operate where possible between 2000 and 0800 hours, every night of term.
    - 1.10.1. When running Remote IM, where possible this should operate between 2000 and 0000 hours.
  - 1.11. Leeds Nightline will no longer operate a listening email service.
  - 1.12. In the event the rota cannot be filled for an aspect of the service, that aspect of the service will be advertised as unavailable *via* associated social media
    - 1.12.1. For example: the IM service may run without the telephone service if a remote IM shift is running, this must be advertised via social Media
    - 1.12.2. If none of the aspects of the service can run, this must be advertised via social media and there must be signposts to other listening services.
  - 1.13. Nightline partners with the following organisations to support achieving its objectives. These partner organisations are: Nightline Association, Leeds University Union, The University of Leeds, Backstage Academy, University of Law (Leeds campus).
  - 1.14. Nightline receives sponsorship/donations from the following organisations to support achieving its objectives. These organisations are: Leeds University Union.
  - 1.15. All sponsorships must adhere to the [LUU working with external organisations policy](#).

## **2 Membership and Participation**

- 2.1. Application to become a member of Leeds Nightline is through submission of a written application form submitted in accordance with deadlines set by training officers, on a biannual basis.
  - 2.1.1. The first application deadline will occur within semester 1 of Leeds University term time.

- 2.1.2. The second application deadline will occur within semester 2 of Leeds University term time.
- 2.1.3. Eligible applicants must meet the following criteria for their application to be considered for interview:
  - 2.1.3.1. Applicant must be a student at one of the institutions covered by Leeds Nightline (detailed in section 1.6.1).
  - 2.1.3.2. For applications considered in semester 2 of the academic year, the applicant must not be about to complete their degree program in the same academic year, exceptions may be made at the discretion of the training and recruitment officers, however approval must be sought from Core officers.

## **2.2. Interview process**

- 2.2.1. Interviews will be carried out within 14 days of the application deadline.
- 2.2.2. Applicants eligible for interview will be given at least two days notice for their interview.
- 2.2.3. Successful applicants following the interview will be offered the opportunity to attend training taking place in the same semester of that interview cohort.
  - 2.2.3.1. If an applicant is unable to attend training in the semester they applied in, their application can be passed straight to the interview stage of the next application period at the discretion of the training officers.
  - 2.2.3.2. If an applicant is unable to complete their training at some point throughout their training process, alternative arrangements may be made, such as additional catch-up training sessions or their application may be deferred to the next training sessions at the discretion of the training officers.

## **2.3. Training requirements**

- 2.3.1. In order to become an active member of Leeds Nightline all members must have attended two weekends (two sets of consecutive Saturday and Sunday sessions) of volunteer training.
- 2.3.2. Participants in training must agree to maintain a confidentiality agreement prior to starting.
- 2.3.3. Training will be led by the Training Officers (full duties and responsibilities detailed in section 5.4.5) and provided by other active members of Leeds Nightline.
  - 2.3.3.1. Refresher training is to be made available to any member, active or inactive, of Leeds Nightline.

2.3.3.1.1. It is mandatory for volunteers to attend refresher training following a period of inactivity lasting 6 months or more.

2.3.4. Volunteers must attend two ongoing training sessions per year.

2.3.4.1. This can be adjusted at the discretion of the Executive Coordinators

## 2.4. Examination process

2.4.1. In order to successfully complete the training process and gain membership to Nightline, every candidate must complete two role-play telephone calls or two role-play IM calls with further training required before taking telephone calls.

2.4.1.1. These assessments will take place on the final day of the last training weekend.

2.4.1.2. Each candidate will have one attempt to pass a non-policy listening roleplay, and one attempt to pass a policy roleplay on this day.

2.4.1.3. Re-assessment will be available shortly after, for candidates that fail to pass either or both of the two role-play telephone calls in the first sitting.

2.4.2. Candidates will have a total of 3 attempts to pass each of the two types of roleplay (i.e. candidates will have the opportunity to attempt a listening roleplay up to a maximum of 3 times independently to the opportunity to attempt a policy roleplay up to a maximum of 3 times).

2.4.3. Triplicate failure of one or both of these role-play telephone calls will mean that candidates cannot progress to new member status but they are still subject to the training confidentiality agreement. *Triplicate failure will result in a discussion between the training parent, training coordinators and trainee regarding their continuation with the option to reattempt or have further training.*

2.4.3.1. They may reapply for a later intake and undergo interview and training if successful again providing they meet the eligible requirements (detailed in section 2.1.3).

2.4.4. Successful completion of two (one listening, and one policy) role-play telephone calls will mean that candidate becomes a new member of Leeds Nightline.

## 2.5. Categories of membership and associate rights

Members have the rights outlined in the relevant box.

	Category	Rights
2.5.2	<b>Full Membership</b> may be granted only to current Members of Leeds University Union.	<ul style="list-style-type: none"><li>• To attend all meetings and take part in society activities</li><li>• To vote on all questions of policy within Nightline</li></ul>

	Members are as defined in the LUU Articles of Association and Bye-Law 6:5..	<ul style="list-style-type: none"> <li>• To nominate candidates for election as Coordinators, Core Officers and Committee Members of Nightline</li> <li>• To vote to appoint the Coordinators and Core Officers and the Committee Members of Nightline</li> <li>• To hold office on and stand for election as a Coordinator, Core Officers or Committee Member of Nightline</li> <li>• Membership fees and participation in activities may be subsidised using LUU grants</li> </ul>
2.5.3	<b>Participator</b> may be granted to: graduates of the University of Leeds or other HE institutions in Leeds, who were previously Full or Associate Members, and can only be held for one year post-graduation; to other students registered at an HE institution in Leeds	<ul style="list-style-type: none"> <li>• Participators are admitted at the discretion of the committee and Activities Executive.</li> <li>• Participators may be charged a fee to take part.</li> <li>• The constitutional rights of participator may be withheld at the discretion of the committee. Otherwise they share the same rights as Full Members: <ul style="list-style-type: none"> <li>○ To attend all meetings and take part in society activities</li> <li>○ To vote on all questions of policy within Nightline</li> <li>○ To nominate candidates for election as Coordinators, Core Officers and Committee Members of Nightline</li> <li>○ To vote to appoint the Coordinators and Core Officers and the Committee Members of Nightline</li> <li>○ To hold office on and stand for election as a Coordinator, Core Officers or Committee Member of Nightline</li> <li>○ Membership fees and participation in activities may be subsidised using LUU grants</li> </ul> </li> </ul>
2.5.4	<b>Ex-Officio</b> members will be the Activities Officer and the relevant Activities Executive representative	<ul style="list-style-type: none"> <li>• To attend all meetings and take part in society activities</li> <li>• To vote on all questions of policy within Nightline.</li> <li>• To nominate candidates for election as Coordinators, Core Officers and Committee Members of Nightline.</li> </ul>

		<ul style="list-style-type: none"> <li>• To vote to appoint the Coordinators, Core Officers and the Committee Members of Nightline.</li> <li>• Membership fees and participation in activities may be subsidised using LUU grants</li> </ul>
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## 2.6. Member Hierarchy and consequent responsibilities

	Member Status	Responsibilities
2.6.1	<b>Active Members</b> are members of Nightline that have passed training assessments and are eligible to perform telephone and IM duties	<ul style="list-style-type: none"> <li>• Uphold the core values of Nightline (detailed in section 1.6.2).</li> <li>• Not disclose details of the service to non-members. This includes, but is not limited to; other member identities, the location of the Nightline office, financial arrangements, policies and procedures, training and the rota system.</li> <li>• To inform the Internal Coordinator or Support Coordinator of any health conditions that may affect their ability to remain an active member of the service.</li> <li>• To inform the Coordinators if they are in a relationship with another member of Nightline. <ul style="list-style-type: none"> <li>◦ Volunteers that are in a relationship are prohibited from taking on any official Nightline responsibilities together (Shifts, Publicity or Training).</li> </ul> </li> <li>• To not use the services provided by Leeds Nightline for the duration of their time as a volunteer.</li> <li>• To fulfil at least 3 shifts per term. <ul style="list-style-type: none"> <li>◦ Members who do not fulfil this requirement will have their progress reviewed by the Internal and External Coordinators who will have absolute discretion regarding how to manage members that do not meet this criteria.</li> </ul> </li> <li>• Active members may choose to enter a period of inactivity after which retraining (pursuant to section 2.3.3.1.1) will be made available should a member choose to become active subsequently.</li> <li>• When leaving university for a year abroad or</li> </ul>

		<p>industrial placement they must inform the Internal Coordinator at the end of summer prior to their absence and state if they wish to continue volunteering as a Remote Working Volunteer for administrative purposes.</p> <ul style="list-style-type: none"> <li>• Returning members who have been absent for 6 months or more must contact the Internal Coordinator and Training Officer(s) prior to their return to the service.</li> <li>• Active members graduating from university must inform the Internal Coordinator prior to departing. If they so wish, members can remain on the system for an additional alumni year if they are available to volunteer after leaving.</li> <li>• If an active member wishes to terminate their membership prior to graduating, they must contact the Internal Coordinator so that the system can be updated.</li> </ul>
2.6.2	<b>New Members</b> are a subdivision of Active Members.	<ul style="list-style-type: none"> <li>• All NMs will sign the volunteer agreement prior to completion of the required assessments (section 3.4).</li> <li>• All NMs must complete one supervised long duty before they can sign up to duties on 3R as a NM. <ul style="list-style-type: none"> <li>◦ If the NM doesn't take any calls on this first supervised long duty, they must do a second supervised long duty.</li> </ul> </li> <li>• All NMs must aim to complete two supervised duties before they can sign up to additional or remote IM duties.</li> <li>• NM status will be in effect until the volunteer has completed any combination of the following shifts: 3 long duties OR 2 long duties and 2 short duties</li> <li>• NMs may put their involvement with Leeds Nightline on their CV and can request a reference from the Coordinators but the coordinator has the right to refuse based on persistent NM status. <ul style="list-style-type: none"> <li>◦ Additional contribution to the service such as multiple IM shifts, involvement in publicity, training or committee may qualify a NM for a reference.</li> </ul> </li> </ul>
2.6.3	<b>Experienced Members</b>	<ul style="list-style-type: none"> <li>• Following completion of 3 main duties a volunteer</li> </ul>



	are a subdivision of Active Members.	<p>is considered to be an completion of any combination of the following shifts: 1 Long duty and 2 short Duties; 3 Long Duties; 4 Short Duties qualifies them as an experienced member</p> <ul style="list-style-type: none"> <li>○ Experienced members are eligible to undertake training to become a support member if they have completed three main duties.</li> <li>● Experienced members are permitted to put their involvement with Leeds Nightline on their CV and can request a reference from the Coordinators.</li> </ul>
2.6.4	<b>Support Members</b> are a subdivision of Active Members and Experienced Members.	<ul style="list-style-type: none"> <li>● Following completion of support training (carried out by the Support Coordinator(s)) an Experienced member is now a Support member.</li> <li>● Support members can sign up for support duties.</li> <li>● Support members are responsible for setting up the Nightline office prior to the start of the shift and supporting members on duty at the beginning of the shift.</li> <li>● Support members are responsible for getting in contact with all other people on a shift before 2pm on the day of the shift to make sure they are supported.</li> <li>● Support members are responsible for getting in contact with all other people on a shift the following day before 6pm to make sure they are supported.</li> <li>● Following completion of 3 support duties, support members are eligible to undertake training to become a supervisor member. The support shift requirements for supervisor training can be reduced at the discretion of the support coordinators.</li> </ul>
2.6.5	<b>Supervisor Members</b> are a subdivision of Active Members, Experienced Members and Support Members.	<ul style="list-style-type: none"> <li>● Following completion of supervisor training (carried out by the Support Coordinator(s)) an Experienced member is now a Supervisor member.</li> <li>● Supervisor members can sign up for supervisor duties</li> <li>● Supervisors are responsible for supporting NMs on their first Long shift (following successful</li> </ul>

		<p>assessment).</p> <ul style="list-style-type: none"> <li>• Supervisors are responsible for introducing NMs to fire safety regulations and incident procedures</li> <li>• Supervisors must be available to support NMs throughout the duration of their supervised shift i.e. awake when they are taking a call/IM</li> <li>• Supervisors are also responsible for supporting other members on duty with the NMs in the same capacity as a Support member (section 2.6.4).</li> </ul>
2.6.6	<p><b>Experienced Remote Members</b> are a subdivision of Active Members.</p>	<ul style="list-style-type: none"> <li>• Experienced Members are also Experienced Remote Members</li> <li>• 3 Remote or In-Flat IM shifts will lose NM status for Remote IM shifts.</li> <li>• Experienced remote members who have completed a total of six IM duties are eligible to undertake training to become a remote support volunteer.</li> <li>• Support trained volunteers will also be able to be remote support volunteers.</li> <li>• Experienced members are permitted to put their involvement with Leeds Nightline on their CV and can request a reference from the Alumni Coordinator.</li> </ul>
2.6.7	<p><b>Remote Support Members</b> are a subdivision of Active Members and Experienced Remote Members.</p>	<ul style="list-style-type: none"> <li>• Following completion of remote support training (carried out by the Support Coordinator(s)) an Experienced member is now a Remote Support member.</li> <li>• Remote Support members can sign up for support duties.</li> <li>• Support members are responsible for set up of the Zoom prior to the start of the shift and supporting members on duty at the beginning of the shift.</li> <li>• Support members are responsible for getting in contact with all other people on a shift before 2pm on the day of the shift to make sure they are supported.</li> <li>• Support members are responsible for getting in contact with all other people on a shift the following day before 6pm to make sure they are supported.</li> </ul>

2.6.8	<p><b>Remote Supervisor Members</b> are a subdivision of Active Members, Experienced Remote Members and Remote Support Members.</p>	<ul style="list-style-type: none"> <li>• While this role is unlikely to be needed as supervised shifts are no longer remote. This will remain in the constitution for the rare circumstances it may be needed.</li> <li>• Remote supervisor training will be carried out by support coordinator(s) after 3 remote support shifts.</li> <li>• Remote supervisors are responsible for supporting NMs on their first remote shift and introducing them to incident procedures. They also act as remote support for other volunteers.</li> </ul>
2.6.9	<p><b>External Members</b> are members who participate in external activities, but have not completed training and are therefore ineligible to perform telephone and IM duties.</p> <p>This category of membership is primarily intended as a bridging step for applicants who are unable to attend the next training intake, but want to help out. It is expected that they will take training to become active members as soon as possible.</p>	<ul style="list-style-type: none"> <li>• Uphold the core values of Nightline (detailed in section 1.6.2).</li> <li>• Not disclose details of the service to non-members. This includes, but is not limited to; other member identities, the location of the Nightline office, financial arrangements, policies and procedures, training and the rota system.</li> <li>• To inform the Internal Coordinator or Support Coordinator of any health conditions that may affect their ability to remain an active member of the service.</li> <li>• To inform the Coordinators if they are in a relationship with another member of Nightline. <ul style="list-style-type: none"> <li>◦ Volunteers that are in a relationship are prohibited from taking on any official Nightline responsibilities together (Shifts, Publicity or Training).</li> </ul> </li> <li>• To not use the services provided by Leeds Nightline for the duration of their time as a volunteer.</li> <li>• To support at least three publicity or fundraising activities a term. <ul style="list-style-type: none"> <li>◦ Members who do not fulfil this requirement will have their progress reviewed by the Internal and External Coordinators who will have absolute discretion regarding how to manage members that do not meet this criteria.</li> </ul> </li> <li>• Active members may choose to enter a period of inactivity after which retraining (pursuant to section 2.3.3.1.1) will be made available should a member choose to become active subsequently.</li> </ul>

		<ul style="list-style-type: none"> <li>• When leaving university for a year abroad or industrial placement they must inform the Internal Coordinator at the end of summer prior to their absence and state if they wish to continue volunteering as a Remote Working Volunteer for administrative purposes.</li> <li>• Returning members who have been absent for 6 months or more must contact the Internal Coordinator and Training Officer(s) prior to their return to the service.</li> <li>• Active members graduating from university must inform the Internal Coordinator prior to departing. If they so wish, members can remain on the system for an additional alumni year if they are available to volunteer after leaving.</li> <li>• If an active member wishes to terminate their membership prior to graduating, they must contact the Internal Coordinator so that the system can be updated.</li> <li>• Attend external member induction, where the responsibilities are detailed and explained.</li> </ul>
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### **3 Nightline Committee Members**

- 3.1. The Committee shall consist of 4 Core Officer Members, and up to 14 Additional Members.
- 3.2. The Core Officer Committee Members may be Full Members or Participators.
- 3.3. All Additional Committee Members must be either Full, Associate or Alumni Members as outlined in paragraphs 2.5.2 to 2.5.4.
- 3.4. All Committee Members will be appointed by a vote of all Members at the AGM or an EGM.
- 3.5. The term of office of all Committee roles will be approximately twelve months.
  - 3.5.1. Ordinarily no volunteer who has served as Internal Coordinator, External Coordinator can run as any of these roles again.
  - 3.5.2. Exceptions are allowed such that a volunteer who serves as Internal or External Coordinator on an interim basis (to replace an Internal or External Coordinator who resigned) are still eligible to run for one term as Internal or External Coordinator.
- 3.6. Committee Recommendations:
  - 3.6.1. It is recommended, but not required, that at least one of either Internal or External Coordinator has previously served on the

- committee in another role. They should also be Support and Supervisor Trained.
- 3.6.2. It is recommended that those applying for the Support coordinator be trained as a Support and Supervisor member and have ordinarily completed one supervised duty by the end of the academic year.
- 3.6.3. It is recommended, but not mandatory, that all committee members have experienced member status, and ideally become trained as Support and eventually Supervisor within the first semester of being in the committee role.
- 3.7. All Nightline Committee Members must adhere to the Committee Member Code of Standards and Code of Conduct. A breach of the Code of Standards and/or the Code of Conduct may result in disciplinary action being taken using Bye-Law 8.

#### **4. Core Officer Roles and Duties**

- 4.1. The Internal, External and Support Coordinators (Core Officers) have overall responsibility for the good running and financial oversight of the Club or Society for the benefit of its members and in line with the stated aims and objectives.
- 4.2. The primary duties and responsibilities of the Internal, External and Support Coordinators are:
  - 4.2.1. Attending all relevant committee training and ensuring an awareness of the requirements placed upon them as Core Officer
  - 4.2.2. Ensuring Nightline meets the requirements of the annual compliance check against all relevant LUU policy as determined by the Activities Officer and in accordance with relevant legal requirements as determined by the Head of Student Activities
  - 4.2.3. Ensuring Nightline LUU webpage, and, if applicable, own website and/or Facebook group or similar social media sites, are maintained in line with relevant LUU policy.
  - 4.2.4. Running and attending all committee meetings and AGMs in line with the rules outlined in this constitution.
  - 4.2.5. Dealing with any complaints or disciplinary matters in line with the rules outlined in this constitution.
  - 4.2.6. Attending Executive Category Meetings (at least one Core Officer must attend); and
  - 4.2.7. Ensuring consultation with active members regarding their views on Ideas going to Better Union Forums.
  - 4.2.8. Passing on the views of active members regarding Ideas to the relevant member of the Activities Executive, ideally at the Activities Assembly.

- 4.2.9. Failure to fulfil these duties may result in a motion of no-confidence and removal from office by an EGM or the Activities Officer

4.3. The individual roles and duties in addition to those outlined in 4.2:

4.3.1. **Internal Coordinator:**

- Chairs all meetings.
- Oversees the internal running of Nightline service.
- If inactive for any reason, the External Coordinator or Support Coordinators will assume the role as acting Internal Coordinator until the Internal returns or until the next AGM/EGM whichever occurs first.
- Will compile the annual report with assistance from the committee and present it at AGM.
- Can delegate to other committee members as they see fit.
- Ensures all committee members meet their obligations.
- They must complete LUU cash office training to become a signatory on Nightline accounts.
- Ensuring the production of an annual report
- Ensuring there is an up to date entry in Nightline's LUU webpage
- Maintaining an up-to-date copy of Nightline constitution
- Maintaining membership records containing at least the name and membership category of all Nightline's members
- Holds internal members of the committee and the External Coordinator accountable for their role within the organisation.

4.3.2. **External Coordinator**

- Is the main public face of Leeds Nightline.
- Will liaise directly with staff from institutions that Leeds Nightline covers.
- Will liaise directly with members of Nightline Association.
- Will chair all meetings when the Internal Coordinator is absent.
- They must complete LUU cash office training to become a signatory on Nightline accounts.
- Is responsible for contacting third parties in the eventuality of the implementation of a confidentiality breaking policy.
- Is responsible for contacting a third-party when dictated by a policy.
- Will coordinate the external team including publicity, fundraising, social media and the external members. Holds them and the internal coordinator accountable for their role within the organisation.

- 4.4. The **remaining Core Officer** individual roles and duties in addition to those outlined in 4.2:

4.4.1. **Secretary:**

- Producing agenda documents for all meetings
- Maintaining a written record of all meetings, and ensuring all volunteers have access to this information.
  - Discussion of specific volunteer conduct will not be minuted.
  - Any discussion of specific volunteer conduct is confidential and anyone present in the meeting is subject to that confidentiality.
- Ensuring all members are given an opportunity to vote in society elections.
- Is responsible for collecting apologies for all meetings.
- Will compile the call statistics on a regular basis and make them available for the annual report.
- Will manage the technical aspects of Nightline service.
- Will ensure the website is up to date and functions properly.
- Will ensure the IM software is up to date.
- Will liaise with the Association IT volunteers to ensure access to any new software deemed relevant to the running of Leeds Nightline.

4.4.2. **Treasurer:**

- Must be a student at Leeds University (cannot manage finances at LUU unless a student at Leeds University)- they must complete LUU cash office training to become a signatory on Nightline accounts.
- Is responsible for monitoring good financial practice.
- Will retain either electronic or paper copies of expenditure for the records.
- Will contribute the financial information to the annual report.
- Will liaise with the Fundraising Officer(s) and External Coordinator regarding securing additional funds for Leeds Nightline.
- Will complete the LUU subsidy funding application.
- Will compile an annual report outlining projected expenditure.
- Will consult with the committee prior to approving any large expenses (in excess of £30).
- Maintaining up-to-date accounts with the LUU Cash Office only
- Submitting subsidy applications to Activities Executive
- Produce a termly report and allocate a yearly budget
- Submitting a detailed statement of accounts for the year to Nightline's Annual General Meeting.

4.4.3. **Support Coordinators (2)**

- Must be a Supervisor and have completed at least one supervisor duty.
- Will manage support systems of Leeds Nightline.
- Will manage the regulars' folder and consult with the committee regarding any alterations.
- Will provide support and supervisor training to eligible members on a regular basis.
- Will chair all meetings if both the Internal and External Coordinator are absent.
- Will ensure the information in the office is up to date and accessible to all volunteers while on shift.
- Will ensure new rules that arise at committee meetings are conveyed to other volunteers through advertising in the flat.
- Will ensure the flat is well stocked with the necessary amenities (food supplies not provided by support volunteers, cupboard stock, toiletries etc) for volunteers on shift, and must liaise with the Treasurer regarding amenities budget.
- Ensure all admin related to the flat is kept up to date to be shared with the relevant institutions, e.g. Health and Safety documents.
- Is in charge of sorting finances for supplies bought for the flat (either by the support volunteers, who must provide evidence to the supplies officer, or themselves) along with the Treasurer.
- Liaise with the cleaners and/or the union to ensure that the flat is kept to the correct standard of cleanliness.
- Will ensure the committee board is up to date.

**5. Additional Committee Roles and Duties**

- 5.1. The Activities & Opportunities Officer, who is elected annually to lead LUU as part of the Student Executive team, is also a member of each society because of their elected position, and has specific duties to manage all Clubs & Societies. The Activities & Opportunities Officer approves most decisions made at AGMs or EGMs, and leads the Activities Executive whose role includes making decisions about complaints and disciplinary action.
- 5.2. Nightline may appoint Additional Committee Members to assist the Core Officers in the running and management of Nightline.
- 5.3. Nightline may appoint Additional Committee Members to assist the Executive Committee in the running and management of Nightline
- 5.4. All Additional Committee Members must attend committee meetings, AGMs and EGMs in line with the rules outlined in this constitution.
- 5.5. Failure to fulfil these duties and those listed in the relevant paragraphs below may result in a motion of no-confidence and removal from office by an EGM or the Activities Executive.



- 5.6. The Additional Committee roles and responsibilities are defined as, but not limited to:

**5.6.1. Equality and Inclusion Officer**

- Will represent the international, black and minority ethnic, mature, disabled and LGBTQ+ Nightliners and Callers
- Will actively campaign to improve the position of the aforementioned groups in the Society
- Will promote membership to, and encourage the membership of, members of the aforementioned groups
  - Will use statistics provided by Nightline Association, Nightline affiliated universities, as well as those produced within Leeds Nightline to gauge where more targeting publicity and/or recruitment drives are necessary.
- Will liaise with the Training Officers to ensure the recruitment, interview, training and examination processes do not discriminate against any of the aforementioned groups
  - Will provide/oversee the delivery of Equality and Diversity training within Nightline and will regularly update this training in accordance with recent legislative changes and research.
  - Will provide training workshops for Nightliners in addressing specific issues facing individuals who identify with one (or more) of the aforementioned groups to improve awareness of issues that affect Nightliners and our Callers
  - Will promote events, seminars and workshops run outside of Nightline to active members.
- Will assist the Support Coordinator in checking logs to ensure Callers who may identify with one of the aforementioned groups are being treated with the respect they deserve
- Will assist the Support Coordinators in ensuring information is available in the flat regarding signposting for other services available to vulnerable groups (e.g. LGBTQ+ hotline numbers/ Stop Hate UK)
- Supporting Coordinators to ensure that Nightline is taking steps to diversify its membership, aiming for the demographic of active Members to reflect that of all students registered at the University of Leeds. The Equality and Inclusion Officer should assist with the recruitment of minority group members.
- Advising the Committee about the possible impact of activities from an equality and inclusion perspective
- Coordinate an annual internal Equality and Inclusion week.
- Supporting Core Officers to ensure that Nightline is taking steps to diversify its membership, aiming for the demographic of Members to

reflect that of all students registered at the University of Leeds. The Equality and Inclusion Officer should assist with the recruitment of minority group members

- Advising the Committee about the possible impact of activities from an equality and inclusion perspective
- Attending all recommended training to enable them to fulfil their role.
- Signposting members to LUU Support services should concerns or issues arise, including being subject to disciplinary measures by the Committee

#### 5.6.2. **Social Secretary**

- Organising events for Nightline
- Publicising all Nightline events to active members
- Ensuring the External Speaker process is followed
- Will organise the monthly meetings and advertise the activities to all members of the society.
- Will organise the AGM and ensure it is advertised to all members of the society
- This role can be combined with other roles (Such as Social Media Officer).

#### 5.6.3. **Fundraising Officer**

- Is a public face of Leeds Nightline for the purpose of obtaining funding for the service.
- Responsible for securing donations and raising funds for Leeds Nightline.
- Will liaise with Publicity officers and External coordinator to make best use of raising awareness of the service and raising funds.
- Will liaise with the Treasurer regarding the budget and grants.
- Will work in partnership to ensure sufficient funds are received for the service for the duration of their time as fundraiser.

#### 5.6.4. **Training and Recruitment Officers (2)**

- Two volunteers will fulfil these roles.
- Will lead the recruitment and training of all new volunteers and refresher training for volunteers returning from absence.
- Will organise, update and advertise the applications process.
- Will liaise with Publicity Officer and Social Media Officer to ensure that training is publicised.
- Will organise a team of Active members (see section 2.6.1) to assist with conducting interviews. They must be appropriately experienced and where possible, support and supervisor trained.
- Will be a partially public facing member of the committee only when necessary for the purposes of training and recruitment.

- Will organise and update the interview and training processes.
- Will ensure all interviewers and trainers undergo training for interviews and training.
- Will be public faces of Leeds Nightline for the purposes of recruiting and training new volunteers.
- Will manage the recruitment and maintenance of Nightline families.
- Will liaise with the Equality and Inclusion Officer to ensure that recruitment and training is fair.

#### 5.6.5. **Publicity Officer**

- A public face of Leeds Nightline for the purpose of promoting the service to users and volunteers.
- Will actively campaign to raise awareness of Leeds Nightline and recruit new volunteers.
- Will manage promotion of the service, oversee production of publicity material (including and not limited to: posters, leaflets, business cards, stickers, magnets, clothing etc), alongside the other members of the external team.
- Will advise volunteers assisting with publicity that they can cite their involvement in the service as a 'Friend of Nightline'.
- Will work with the External Coordinator to liaise with the institutions outlined in 1.6.1. to ensure promotion within these institutions.
- Will be overseen by the External Coordinator who will work to establish and maintain connections with the external institutes.

#### 5.6.6. **Publicity Officer for Social Media**

- Will be in charge of all Leeds Nightline social media accounts (Facebook, Instagram and Twitter at present) and update these regularly.
- Will oversee the creation and administration of any social media accounts for Leeds Nightline, the details of which are to be shared with all Publicity Officers, as well as the External Coordinator and IT officer.
- Will regularly update these profiles in line with other publicity work.
- Work with the IT officer to ensure the website is updated alongside social media.

#### 5.6.7. **Rota Secretaries (2)**

- When this role is not filled, these duties will be covered by the Internal and External Coordinators
- Two volunteers will fulfil this role.
- Will update the rota to create different types of shifts at relevant times of year, i.e. supervised duties.

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- Will input events such as training, additional training, publicity and other volunteering to reflect member's hours.
- Will ensure the rota is up to date regarding the start and end of term.
- Will ensure that shifts are filled according to the guidelines outlined in 4.1.
- When necessary, will collaborate with the Coordinators and duty support to aim to find cover for shifts and will close the shift if it does not have the correct number of volunteers.
- Will add New Members onto 3 Rings and Logbook Directory.

5.3 All Additional Committee Members must attend committee meetings, AGMs and EGMs in line with the rules outlined in this constitution.

5.4 Failure to fulfil these duties and those listed in the relevant paragraphs below may result in a motion of no-confidence and removal from office by an EGM, the Activities and Opportunities Officer or the Activities Executive.

5.5 Where an Equality and Inclusion Officer and Alumni Officer are not appointed, the specific responsibilities enumerated under that optional role in the Constitution must be borne by the Core Officers

5.6 The Additional Committee roles will be:

#### **5.6.1 Events Officer**

- Organising events for Nightline
- Publicising all Nightline events
- Ensuring the External Speaker process is followed

#### **5.6.2 Alumni Officer**

- Ensuring our 'Alumni Volunteer' policy is implemented
- Being the first point of contact for all Leeds alumni members
- Keeping up to date with which volunteers are graduating and managing the alumni database
- Are public faces of Leeds Nightline for the purpose of fulfilling their role
- Coordinating references on the request of volunteers
- Organising events for alumni
- Maintaining alumni social media pages
- Maintaining an alumni mailing list and be involved in writing a termly newsletter containing updates about Leeds Nightline
- Maintaining a skills/careers database and facilitate career networking

## **6. Elections to Committee Roles**

- 6.1. The Returning Officer for elections will be the Activities & Opportunities Officer. However their presence is not required at each election.
- 6.2. Elections shall take place by a secret ballot of members either online or in person using the approved LUU mechanism.
- 6.3. Candidates for positions on Nightline committee can only be nominated by Members of Nightline. For the purposes of clarity, Members may nominate themselves.
- 6.4. Nominations will open at least 7 working days before the AGM or EGM.
  - 6.4.1. For online elections the nominations must be open for at least 7 working days, and the voting period must be at least 24 hours.
  - 6.4.2. For elections in person the nominations must close at least seven days before the AGM or EGM.
- 6.5. Nominations should be through the official process (i.e. the process which has been approved by the Activities & Opportunities Officer or their nominee) and shared with the Activities & Opportunities Officer or their nominee.
- 6.6. Newly elected Nightline Committee members must assume their duties after their handover and before the end of the academic year. The anticipated date for assuming these duties should be published as soon as possible (within 4 weeks).

## **7. Nightline Meetings**

- 7.1. The Activities Executive or Activities & Opportunities Officer may, at their discretion, send an observer to any Nightline formal meeting.
  - 7.1.1. If any Member moves a no confidence in the Chair, a vote shall be taken immediately.
  - 7.1.2. If a motion of no confidence in the Chair is passed, a new temporary Chair will be elected by Members at the meeting.
  - 7.1.3. Decision making should ideally be by consensus. However if a vote is needed, voting shall be by show of hands unless a secret ballot has previously been requested, and decisions will be made by simple majority by those members having the right to vote as outlined in paragraph 2 of this constitution. No member has more than one vote.
    - 7.1.3.1. The chair will have the deciding vote unless otherwise stated in the constitution.
- 7.2. Any active member of Nightline has the right to speak at all meetings.
- 7.3. All member Meetings:
  - 7.3.1. Will occur as and when necessary and 10 days notice will be given
  - 7.3.2. Location will be organised by the Social Secretary.
  - 7.3.3. Order of business will be organised by the Internal Coordinator.
  - 7.3.4. Will be chaired by the Social Secretary and Internal Coordinator.
  - 7.3.5. All active members of Leeds Nightline are eligible to attend.

- 7.3.6. Any active member unable to attend must submit apologies either verbally or in writing to the Secretary prior to the start of the meeting.
- 7.3.7. Minutes will be taken by the Secretary.

#### 7.4. **Committee Meetings**

- 7.4.1. Committee Meetings shall occur on a fortnightly basis.
- 7.4.2. Time and day of committee meetings will be agreed by the new committee within 4 weeks of commencing their new roles and can be reviewed where necessary.
- 7.4.3. Any Committee Member may call a Committee Meeting.
- 7.4.4. Committee Meetings shall be open to all active members of Nightline.
- 7.4.5. The agenda for Committee Meetings should be made available at the start of the meeting.
- 7.4.6. The quorum for all Committee Meetings shall be two thirds of all Officers who have a vote, or three Officers who have a vote, whichever is greater.
- 7.4.7. Order of business will be organised by the Internal Coordinator.
- 7.4.8. All members of committee are required to attend. Any committee members who cannot attend must submit apologies to the Secretary prior to the meeting.
  - 7.4.8.1. Committee may attend *via* Zoom if necessary.
  - 7.4.8.2. Non-attendance at four consecutive committee meetings will mean that members must meet with the Internal Coordinator to review whether they will continue in their role.
- 7.4.9. Minutes will be taken by the Secretary and made available to all members of Leeds Nightline.

#### 7.5. **Annual General Meetings**

- 7.5.1. The Annual General Meeting (AGM) shall be held prior to the times stated by the LUU officers every year.
- 7.5.2. Notice of the AGM must be posted on the Nightline facebook group, at least 10 working days in advance of the meeting.
  - 7.5.2.1. Invitation to submit a manifesto for a committee position will be sent out in fair time before the AGM. Manifestoes will be submitted to the Secretary and made available to be read by all members of Leeds Nightline who choose to exercise their vote.
- 7.5.3. The agenda for the AGM must be posted on Nightline facebook group at least seven days in advance of the meeting by the Secretary
- 7.5.4. The order of business shall be:

- the Internal Coordinator's report
  - the Financial report
  - Constitutional Amendments
  - Elections
  - Any other business
- 7.5.5. The quorum for the AGM shall be either one third of all the Members or 10 Members, whichever is the lesser.
- 7.5.6. If an AGM is declared inquorate, it must adjourn to be reconvened within ten working days.
- 7.5.7. If a reconvened AGM is declared inquorate, Nightline shall report this to the Activities Officer who may authorise an inquorate AGM.
- 7.5.8. Nightline must submit the full agenda and minutes of their AGM to the Activities Executive, if requested by the Activities Executive.
- 7.5.9. Location will be organised by the Social Secretary.
- 7.5.10. All active members of Nightline are obliged to attend.
- 7.5.11. Any members who cannot attend must submit apologies to the Secretary prior to the meeting.
- 7.5.12. The new committee will be elected at the AGM.
- 7.5.13. All full, Associate and Alumni members of Nightline are eligible to stand for committee positions with the exception of the Coordinator and the Executive Committee positions (see sections 4.3 and 4.4 for details).
- 7.5.13.1. Members may run for a role if they are remote or on their alumni year but additional consideration must be taken for these nominations.
- 7.5.14. All members of Nightline are entitled to one vote only per elected position RON will be an option for all committee positions.
- 7.5.14.1. In the event of a tie, the previous committee member of the position in question may cast the deciding vote, if that committee member is not in attendance the Internal Coordinator has the deciding vote.
- 7.5.14.2. If there are more than 3 votes for RON, the vote will be reopened.
- 7.5.15. All roles must be filled at the AGM.
- 7.5.15.1. If a committee role goes unfilled, any volunteer present at the AGM, or *via* communication with a volunteer present at the AGM may run for the unfilled position.
- 7.5.16. The secretary shall take minutes.
- 7.6. **Extraordinary General Meetings**

- 7.6.1. An Extraordinary General Meeting (EGM) may be called by either one third of all the Members or 10 members, whichever is the lesser, and/or by the Committee.
- 7.6.2. Notice of the EGM, together with their agenda, shall be posted on Nightline facebook group within two working days of the meeting being called.
- 7.6.3. The agenda for the EGM shall be restricted to the motion or business for which the meeting was called.
- 7.6.4. The quorum for the EGM shall be either one third of all the members or 10 members, whichever is the lesser.
- 7.6.5. If an EGM is declared inquorate it may not proceed.
- 7.6.6. Nightline must submit the full agenda and minutes of their EGM to the Activities Executive, if requested by the Activities Officer.
- 7.6.7. Minutes will be taken by the Secretary and made available to all volunteers within a week following the meeting.
- 7.6.8. An EGM must be called within reasonable time in the case that a committee member can no longer fulfil their role.
- 7.6.9. Either an EGM or an AGM must be used to present and vote on changes made to the constitution.
- 7.6.10. An EGM may be called if it is asked for by a committee majority or by one third of the active volunteers.
  - 7.6.10.1. EGM may be necessary if a committee member can no longer fulfil the role they were elected to, this is at the discretion of the committee.
- 7.6.11. All active members of Leeds Nightline should attend. Those unavailable to attend must submit apologies to the Secretary prior to the EGM.
- 7.6.12. All active members of Leeds Nightline are eligible to a vote of equal weighting. In the event of a tie the Internal Coordinator casts the deciding vote. If the Internal Coordinator is not present, the External Coordinator casts the deciding vote.

## **8. Shift Structures**

- 8.1. A long shift duty runs from 2000 until 0800.
  - 8.1.1. Volunteers are advised to arrive no later than 1930 for their shift to start on time.
  - 8.1.2. Two NM cannot be on long shift duty together (unless a supervisor is also present for the shift).
  - 8.1.3. A NM must be on long shift duty with an experienced member.
  - 8.1.4. The long shift cannot run without two volunteers present.
- 8.2. A short shift duty runs from 2000 until 0000.



- 8.2.1. Volunteers are advised to arrive no later than 1930 for their shift to start on time.
- 8.2.2. Two NMs cannot be on the short shift together, unless a supervisor is also present for the shift.
- 8.2.3. A NM must be on a short shift duty with an experienced member.
- 8.2.4. A short shift can be fulfilled by one volunteer
  - 8.2.4.1. If only one volunteer is available to fulfil the short shift they can do so with as least one experienced member of a full long duty at the same time (the long shift duty must have two active members for this to happen)
- 8.3. A Remote IM duty runs from 2000 until 0000 where there is no in flat long shift. This will happen regularly on a friday.
  - 8.3.1. Volunteers are advised to arrive no later than 1930 for their shift to start on time.
  - 8.3.2. Two NMs cannot be on Remote IM duty together
  - 8.3.3. A minimum of two volunteers on Remote IM are needed to operate
- 8.4. A support duty runs from 1900 until 2030
  - 8.4.1. A Support shift can end at 2030 or whenever the first call is received, whichever comes first.
- 8.5. A supervisor duty runs from 1830 (if it is the NMs first ever duty) or 1900 (for their second) until the end of the NMs shift (0000 for the short shift , or 0800 for the long shift)
- 8.6. The maximum number of duties per rolling seven day period is three, collectively.
  - 8.6.1. It is not permitted to do shifts on consecutive nights.
  - 8.6.2. It is permitted to do one long shift and then a short shift (or vice versa) on consecutive days but this must be followed by a night's break.
  - 8.6.3. The three shifts cannot all be consecutive
  - 8.6.4. It is permitted to do a maximum of 2 long shift duties in a 7 day period, the other duty may be a short shift or a support duty.
- 8.7. Flexible Shift Rules:
  - 8.7.1. If two volunteers are signed up to the long shift and no one on short, the long shift can only run with one call, either phone or IM, at a time.
  - 8.7.2. If two volunteers are signed up to the short shift and no one on long, the short shift can run with only one call, either phone or IM, taken at a time.
  - 8.7.3. If one short shift volunteer and one long shift volunteer are available, shifts can run until midnight, as long as one call is taken

at a time.

- 8.7.4. If two short shift volunteers and one long shift volunteer is available, the shifts run until midnight. The long shift volunteer may choose to defer their duty to another evening.
- 8.7.5. All volunteers on shift may take any type of call, however one volunteer must always be available to provide support during and post call to those taking them.
  - 8.7.5.1. The number of calls that may be taken is the number of people on shift minus one. I.e if three people are on shift, two people may be on phone calls or IMs while one person is supporting both of them.

## **9. General Administration and Finance**

### **9.1. Constitution**

- 9.1.1. In case of dispute over a particular interpretation of this constitution, the Activities Officer will be the final arbiter.
- 9.1.2. The assets or liabilities of Nightline shall remain with Nightline regardless of any changes to committee, group structure or constitution.
- 9.1.3. Nightline shall be a constituent part of LUU and thus subject to the rulings of Better Union and the Trustees.
- 9.1.4. In the event of dissolution or abolition of Nightline its assets will revert to LUU.

### **9.2. Constitutional Amendments**

- 9.2.1. Constitutional amendments may be recommended either by an Annual General Meeting or Extraordinary General Meeting of Nightline.
- 9.2.2. Constitutional amendments may not come into force until they have been approved by the Activities Officer acting on behalf of the Student Executive and Activities Executive. For clarity approval will be in the form of an email confirmation to the Executive Committee of the society with the amended constitution as an attachment.
- 9.2.3. Proposed constitutional amendments must be published in the agenda for the appropriate General Meeting and cannot be moved under 'Any other business'.
- 9.2.4. Constitutional amendments shall come into effect immediately after Activities Officer approval unless otherwise stated in the amendment.

**9.3. Administration and Finance**

- 9.3.1. Nightline must produce within 24 hours, a detailed statement of accounts to the Activities Executive if requested by the Activities Executive. The treasurer will do this.
- 9.3.2. The Coordinators and Executive Committee shall accept full administrative and financial responsibility for Nightline
- 9.3.3. Committee members may not receive financial payment or profit as a result of their position on the committee.
- 9.3.4. Committee members may be reimbursed for any reasonable expenditure on behalf of Nightline only after submitting a receipt to the Treasurer.

**9.4. Cash Office**

- 9.4.1. Nightline shall have bank account(s) with the LUU Cash Office only.
- 9.4.2. At least two Executive Committee Members' signatures shall be required to make payments from Nightline account.
- 9.4.3. Nightline shall keep full, up-to-date accounts of its finances through the LUU Cash Office
- 9.4.4. LUU Subsidies allocated to Nightline may not be spent on perishable goods such as food, drink or tobacco.
- 9.4.5. Nightline Subsidy and/or Grant account will be zeroed at the end of each academic year and the funds returned to LUU.

**9. Complaints**

**9.5. Complaints regarding Nightline volunteers:**

- 9.5.1. If a member of Nightline wishes to place a complaint about another volunteer of Nightline they do so by speaking to any member of the committee.
- 9.5.2. The committee member has the responsibility to raise this complaint with the following key committee members:
  - Internal Coordinator
  - External Coordinator

**9.6. Complaints regarding the Leeds Nightline committee:**

- 9.6.1. If a member of Leeds Nightline wishes to place a complaint about a member of the Leeds Nightline committee, they must raise it with another member of the committee.
- 9.6.2. The committee member has the responsibility to raise this complaint with the relevant persons outlined in section 9.5.2.
- 9.6.3. If the Leeds Nightline member feels uncomfortable in doing this, they may contact the Volunteer and Safeguarding Coordinator at LUU.

- 9.6.4. The member may also wish to raise complaints through the anonymous online form made by the internal coordinator.
- 9.7. Complaints may be followed up with disciplinary action (detailed in section 13) following agreement by the Nightline committee.
- 9.8. Complaints involving violation of the constitution must be followed up by disciplinary action (detailed in section 13).

## **10. Policies**

- 10.1. Policy Documents to be held by Nightline
  - Equal Opportunities Policy
  - Privacy Policy
  - Confidentiality Policy
  - Telephone Policies
  - Instant Messaging Policies
  - Training Manuals
  - Volunteer agreement
  - Training agreement
  - Remote IM Policy
- 10.2. Policy documents are to be used in all situations in which they are applicable.
- 10.3. All policy documents, when not in use, must be stored in a secure location.
- 10.4. All members have the right to view any of the aforementioned policy documents.
- 10.5. All members have the right to suggest amendments to policies.
- 10.6. Suggestions will be reviewed by committee at committee meetings and discussed with all members at monthly meetings.
- 10.7. Internal, External and Support coordinators will have final say on inclusion of new policies or modification of existing policies.
  - 10.7.1. If the Internal, External and Support coordinators cannot agree on the inclusion of new policies or modification of existing policies then the Internal coordinator will have the deciding vote.
- 10.8. Policy documents are not to be shared outside of Leeds Nightline without the permission of either the Internal or External coordinators; with the exception of LUU Student Activities Staff members and the Activities Officer who must be given access at any time if requested.
- 10.9. In circumstances where the Remote IM Policy has been enacted, areas in the Remote IM Policy conflicting with the Constitution take precedence

**11. Marketing, Media, and Communications**

- 11.1. Nightline will at all times adhere to the [LUU Data Privacy policies as found on the LUU website.](#)
- 11.2. Nightline will at all times adhere to the [Media Policy.](#)

**12. Code of Conduct for Public Facing Roles**

- 12.1. The Public Facing Roles:
  - External coordinator
  - Publicity officer
  - Fundraising officer
- 12.2. The partially public facing roles:
  - Training and recruitment officers
  - Social media officer
  - Social Secretary
- 12.3. Code of Conduct
  - 12.3.1. Each public facing member must:
    - 12.3.1.1. Liaise with their respective audiences in a manner appropriate to Leeds Nightline as a service
    - 12.3.1.2. Ensure that their behaviour is in line with the principles of the service (see section 1.6.2)
    - 12.3.1.3. Disclose their role only when necessary for fulfilling their assigned duties (for each designated role, see sections 4 and 5)
    - 12.3.1.4. Not falsely promote the service
  - 12.3.2. Any breaking of the above codes of conduct will result in a disciplinary hearing in line with the disciplinary procedure (see section 13)
- 12.4. Publicity Public Facing Volunteers
  - 12.4.1. For the purposes of any publicity event, active volunteers may offer to participate in public facing roles for a short period of time.
  - 12.4.2. These volunteers are not public faces, and therefore should not disclose their identity as Leeds Nightline volunteers to members of the public.
  - 12.4.3. These volunteers should say they are a 'Friend of Nightline'.
- 12.5. Volunteers involved in publicity must behave appropriately in public. Publicity Volunteers must:
  - 12.5.1. Not disrespect Nightline as a service whilst publicising the service
  - 12.5.2. Not wrongly promote the service, or mislead users with misinformation about the principles of Nightline

- 12.5.3. Ensure all members of the public are aware of the principles under which Leeds Nightline operates when possible (see section 1.6.2)
- 12.5.4. Behave in a way that promotes the integrity of the service
- 12.5.5. The Publicity Officers are responsible for ensuring publicity volunteers are aware of the code of conduct that they must follow
- 12.5.6. Publicity volunteers must report to the Publicity Officers if they have any issues regarding publicity, unless they are not available, in which case they should contact the External or Internal Coordinator

### **13. Suspension and Expulsion**

- 13.1. Breaches of general good order:
  - 13.1.1. To violate the volunteer agreement.
  - 13.1.2. To violate the Nightline constitution.
  - 13.1.3. To disclose any confidential information about the Nightline service, its volunteers or any of its callers.
  - 13.1.4. To abuse the Nightline service in any way.
  - 13.1.5. Disrespectful behaviour towards or harassment of other Nightline members.
  - 13.1.6. Disrespectful behaviour towards members of the public while representing Nightline.
  - 13.1.7. Acting in a way that does not uphold the Nightline core values.
  - 13.1.8. Failure to show respect to fellow volunteers/trainees.
- 13.2. Any member, other than Ex-Officio Members, may be suspended or expelled from any or all rights, including membership, for any period by a decision of the Executive Committee of the Nightline, so long as the decision was made using the procedure outlined in this section.
- 13.3. The Internal and External Coordinators must consult at the earliest opportunity with the Head of Student Activities, or their nominee, for support in dealing with a disciplinary matter relating to any member, otherwise any subsequent decision will be treated as void.
- 13.4. The Internal and External Coordinators can expel or suspend any member of the group so long as they have taken explicit advice from the Head of Student Activities *and* informed the individual affected of the reason/s for the decision in writing.
- 13.5. The Internal and External Coordinators must immediately notify the Activities Officer, in writing, of any expulsions or suspensions with a summary of the reason/s for the decision.
- 13.6. Expelled or Suspended members may request that the decision of the Executive Committee is reviewed by the Activities Officer so long as the

request is submitted in writing to the Activities Officer within 14 days of being notified of this decision.

- 13.7. On receipt of a request for a review, the Activities Officer will:
- acknowledge receipt of the request as soon as reasonably possible;
  - notify the Nightline Coordinators and Executive Committee and the Head of Student Activities that a review is taking place;
  - if necessary consult with relevant parties regarding the original decision and may take into account new information;
  - will decide whether to uphold, modify or over-turn the original decision and
  - will inform both parties of the outcome of their decision within 14 days.
- 13.8. If the Activities Officer upholds the decision to Expel or Suspend the member, the matter will be deemed as having been through an LUU disciplinary and the individual will therefore have the right to appeal to the Disciplinary Appeals Body, as outlined in Bye-Law 17: Discipline and Appeals.
- 13.9. Throughout the disciplinary process, the Internal and External Coordinators will consistently consult the Support Coordinator, though it is imperative that a Support Coordinator remains impartial to support the individual if and when membership to Nightline is reinstated.
- 13.9.1. However, if during the disciplinary procedure membership is revoked, the Support Coordinator is under no obligation to support the individual, though they may do so at their own discretion.
- 13.10. A member may be expelled from Nightline by the Internal Coordinator if they are inactive for more than 6 months, according to 3R *AND* have failed to inform the Internal Coordinator of their relationship with Nightline via the annual form.
- 13.10.1. Expulsion in this case meaning removal from 3R and the Facebook group