

**Volunteer Code of Conduct**

**Purpose**

The purpose of this Code of Conduct is to ensure that all volunteers understand the standards of conduct that are reasonably expected when acting on behalf of the Charity.

**Principles**

Our behaviour when representing the Charity is behaviour that embraces our Charity Values.

Our Values are:

Responsive

Engaging

Supportive

Professional

Equitable

Caring

Teamwork

**Respect is central to the way we work**

To achieve our Charity’s Vision, we can all expect the following behaviours from one another in relation to each of our Values:

* be responsive - carry out timely, appropriate and consistent interactions
* be engaging - create a friendly environment and communicate effectively
* be supportive - promote and maintain a positive culture
* be professional - strive for excellence in all that we do
* be equitable - challenge inequalities and treat people fairly
* be caring - exhibit empathy and value of others and ourselves
* demonstrate teamwork – work collaboratively to achieve common goals

Volunteers should demonstrate these values in their interactions with Charity colleagues (both employees and other volunteers).

**Relationships with Beneficiaries**

All volunteers should behave in a professional manner when interacting with beneficiaries on behalf of the Charity, this includes:

* Avoid any behaviour which may allow beneficiaries to confuse your role with friendship, or which may compromise your ability to protect yourself against allegations of inappropriate behaviour
* Treat beneficiaries politely and considerately, avoiding any language, gestures or actions that may cause offence
* Avoid sharing any personal information about yourself with beneficiaries, or about other volunteers or employees
* Understand when it is relevant to share information about the welfare of a beneficiary and to who, within the Charity
* Avoid discrimination and bias and ensue that you treat all beneficiaries fairly
* Be sensitive to cultural differences as far as is reasonably practicable and act in a way that respects the culture of the beneficiary
* Promote an enabling culture to avoid a beneficiary becoming overly dependent upon any one individual.

**Hospitality and Gifts**

Please discourage the offer of gifts or hospitality. Any beneficiary or an existing/potential business contact planning to give a gift or an offer of hospitality may donate it to the Charity where it will be used to generate more funds. Any gift you are given regardless of value needs to be disclosed to the Charity’s Volunteer Lead to log on our gifts register.

**General Conduct**

It is important that you do not conduct yourself in any way that could be detrimental to the Charity, its relationships with beneficiaries, or its image or reputation. This includes, but is not limited to:

* Behaving professionally and respectfully when representing the Charity
* Avoiding commenting negatively about the Charity on social media
* Ensuring that you are fully fit to carry out your volunteer role and not acting under the influence of alcohol or illegal drugs
* Avoiding criminal activity or behaviour
* Ensuring that any political opinions or activity are kept separate from your volunteering activity

**Monitoring**

Any volunteer who is concerned about, the behaviour of an employee or another Charity volunteer in relation to this Code of Conduct should raise the matter as outlined in the Charity’s ‘Resolving Problems and Concerns’ policy and procedure.