

Volunteer Code of Conduct



The purpose of the Code of Conduct for Volunteers is to set out standards of behaviour expected from volunteers of SensationALL. All volunteers should ensure that they have read and comply with this Code of Conduct.

Volunteers should maintain the highest standards of behaviour in the performance of their duties by:

- Fulfilling their role as outlined in their written **volunteer role description** to a satisfactory standard;
- Performing their volunteer role to the best of their ability in a safe, efficient and competent way;
- Following the charity's policies and procedures as well as any instructions or directions reasonably given to them;
- Acting honestly, responsibly and with integrity;
- Treating others with fairness, equality, dignity and respect;
- Raising concerns about possible wrongdoing or safeguarding concerns witnessed by the volunteer in the course of the volunteer's role with SensationALL with the Volunteer Coordinator or the charity's nominated safeguarding lead.
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made;
- Acting in a way that is in line with the purpose and values of SensationALL and that enhances the work of the charity;
- Communicating respectfully and honestly at all times;
- Observing safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training provided to volunteers;
- Reporting any health and safety concerns;
- Directing any questions regarding SensationALL's policies, procedures, support or supervision to the volunteer's supervisor;
- Addressing any issues or difficulties about any aspect of their role or how they are managed in line with SensationALL's grievance procedures;
- Declaring any interests that may conflict with their role or the work of the charity (e.g. business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from the Volunteer Coordinator
- Keeping confidential matters confidential;

- Exercising caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with SensationALL returning any such documents, material in their possession;
- Seeking authorisation before communicating externally on behalf of SensationALL
- Maintaining an appropriate standard of dress and personal hygiene;
- Undertaking a PVG check with Disclosure Scotland and sharing the result with SensationALL where required for the volunteering role

Volunteers are expected NOT to:

- Bring the charity into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.);
- Seek or accept any gifts, rewards, benefits or hospitality in the course of their role;
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community);
- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteering;
- Provide a false or misleading statement, declaration, document, record or claim in respect of SensationALL, its volunteers, employees or charity trustees;
- Engage in any activity that may damage property;
- Take unauthorised possession of property that does not belong to them.
- Engage in illegal activity while carrying out their role.
- Improperly disclose, during or after their involvement with SensationALL ends, confidential information gained in the course of their role with [charity name].

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of SensationALL's other policies and procedures this may result in the volunteer's position being terminated. Notwithstanding the foregoing, volunteers should note that SensationALL may terminate a volunteer's position without cause.

Volunteers acknowledge that no employment relationship is created in the context of their role with SensationALL.

The board of charity trustees will review the Code of Conduct for Volunteers as appropriate. The Volunteer Coordinator is responsible for ensuring that this policy is implemented

effectively. All other staff and volunteers, including charity trustees, are expected to facilitate this process.

Volunteer Signature

Name

Date