

Volunteer Code of Conduct Agreement



Purpose

This Code of Conduct sets out the standards of behaviour expected from all volunteers. It ensures a safe, respectful, and positive environment for children, young people, families, staff, and fellow volunteers.

1. Safeguarding & Welfare

Volunteers must:

- Put the safety and wellbeing of children and young people first at all times.
- Follow the organisation's safeguarding policy and procedures.
- Report any concerns, disclosures, or allegations immediately to the Safeguarding Lead and Chairman.
- Maintain appropriate boundaries and never engage in behaviour that could be harmful, abusive, or inappropriate.
- Never engage in sexual behaviour or communication with anyone under 18.
- Keep safeguarding training up to date.

2. Professional Behaviour

Volunteers are expected to:

- Act as positive role models in behaviour, language, and attitude.
- Treat everyone fairly, respectfully, and without discrimination.
- Use positive, supportive communication — never shout, humiliate, or intimidate.
- Challenge bullying, harassment, or unsafe behaviour.
- Arrive on time, prepared, and ready to contribute.
- Follow instructions from session lead and work as part of the team.

3. Safety & Supervision

Volunteers must:

- Prioritise safety during all activities.
- Follow health and safety guidance and use equipment responsibly.
- Ensure children are supervised appropriately and never left unattended.
- Report hazards, injuries, or incidents immediately.
- Only carry out tasks they are trained and authorised to do.

4. Relationships & Communication

Volunteers should:

- Build positive, professional relationships with children, families, and colleagues.

- Communicate clearly, kindly, and appropriately.
- Avoid favouritism or forming exclusive relationships with individual children.
- Never exchange personal contact details with children or contact them privately online.
- Use social media responsibly and in line with the organisation's policies.

5. Confidentiality & Data Protection

Volunteers must:

- Respect the privacy of children, families, and colleagues.
- Keep personal information confidential unless sharing is required for safeguarding.
- Never post photos or information about participants online without permission.

6. Equality, Diversity & Inclusion

Volunteers must:

- Treat everyone with dignity and respect.
- Challenge discriminatory behaviour or language.
- Support an inclusive environment where all children and families feel welcome.

7. Representing the Organisation

Volunteers should:

- Uphold the values and reputation of the organisation.
- Dress appropriately for their role.
- Avoid behaviour — in person or online — that could damage trust in the organisation.

8. Breaches of the Code

If a volunteer does not follow this Code of Conduct, the organisation may:

- Provide additional guidance, supervision, or training
- Hold a formal discussion about the behaviour
- Temporarily suspend volunteering duties
- End the volunteer's involvement with the organisation
- Refer serious safeguarding concerns to external agencies

All actions will follow safeguarding procedures and prioritise the welfare of children and young people.