



Code of Conduct for Volunteers

To be reviewed April 2028

Ensuring that people are safe and treated with respect in Caritas Salford is integral to our work. As part of the safe recruitment of volunteers, it is important for us to outline the behaviours that we expect of all those engaged by us, both as employees and as volunteers. This code of conduct seeks to outline those behaviours and expectations.

This code is not exhaustive; it's impossible to address every circumstance. Volunteers are expected to regulate their conduct and be mindful of the code. They should use their own judgement and common sense. This document is intended to help illustrate the context and circumstances in which the code might apply.

All those involved with Caritas Salford - trustees, senior leaders, service managers, staff and volunteers - are expected to uphold the dignity of every person and demonstrate respect in both their words and deeds. This includes being socially responsible, mindful of the communities and individuals that we serve and contributing to the mission of Caritas Salford.

All volunteers are expected to agree to this code during their selection meeting when applying to volunteer with our charity.

Behaviour

When volunteering for Caritas, you are expected to:

- Follow the policy and procedures of the service where you are volunteering
- Follow instructions given by staff
- Use language and behaviour that is appropriate to a professional setting
- Maintain an appropriate standard of dress
- Maintain professional boundaries with people who use our services, Caritas employees, other volunteers and people on our premises.
- Ensure your actions and words are appropriate and safe. This includes not exchanging personal contact information, and not seeking any personal information of people who use our services.
- Not make sarcastic, insensitive, private/practical jokes, derogatory, or sexually suggestive comments
- Not offer lifts to people who use our service unless there is management authorisation to do so, and this has been recorded with consent
- Only smoke/vape in the designated smoking areas
- Not consume or be under the influence of alcohol or illegal substances while volunteering
- Decline personal gifts offered. If a person who uses our services wishes to give a small token gift this should be discussed with your service manager before being accepted

Respect

- Treat everyone with dignity and respect. Respect differences in gender, sexual orientation, culture, race, ethnicity, disability, and religious belief systems and not tolerate any discrimination or prejudice.
- Respect an individual's right to personal privacy as far as possible. Where there is a legitimate reason, however, such as a threat/danger to life, or to protect someone's safety, information must be shared with your service manager or the safeguarding lead.
- Encourage individuals to speak out if they feel uncomfortable.

Upholding this code of conduct

- If you become aware of any breaches of this code or have any concerns about something that you have witnessed, you are encouraged to report them to your line manager to be dealt with in the most appropriate and professional manner or you may report it in accordance with the whistleblowing policy.
- Where you are found to be in breach of the standards outlined in this code of conduct it may lead to your volunteer position being terminated.

If you have any questions regarding this code of conduct, please contact the volunteer engagement officer, Matthew Yates, on **matthew.yates@caritas-salford.goassemble.com**