

Volunteer Code of Conduct

July 2013
Reviewed
February 2019

Introduction

There is a Code of Conduct in place for all social care and healthcare workers across the UK. The code is a great fit with Hft's ethos and values, in that we provide high quality, person-centred support that is continually improving.

The code is a benchmark of what we and the people we support expect and will ensure that paid staff and volunteers are guided by defined standards and are providing high quality, compassionate, care and support at all times.

A copy of this code will be given to every new volunteer when they join Hft and we will make sure that everyone has read the new code and understands it.

Guiding principles

The way you behave and conduct yourself has an impact on the quality of support we provide and how you carry out your volunteering role makes a real difference to the people we support.

Our values have been produced to give you an overview of what we expect of you.

We will support this within your induction, supervision and training relevant to your volunteering role.

If you are in doubt about any area of practice, please seek advice from your manager.

Our vision, mission and values

Vision

- A world where people with learning disabilities are supported to live the life they choose as equal members of society.

Mission

- To be creative and innovative in supporting people with learning disabilities to achieve their personal goals and ambitions.

Values

- Individuality: We value and respect each person as a unique individual
- Diversity: We recognise diversity and believe in everyone's right to self-expression and self-definition
- Empowerment: We enable people to make informed choices and be involved

- Achievement: We support individuals to realise their potential
- Speaking up: We encourage people to speak freely and we listen to their views.

The people we support

Individuals will be supported in the following areas:

- receiving the level of physical, medical, emotional, intellectual and spiritual care appropriate to their individual needs
- participating as fully as possible in the formulation and implementation of their personal care plan
- being supported and encouraged to use local facilities and play an active role as equal citizens in their community
- having a charter and a copy of the Complaints Procedure; we have a duty to try to explain the contents of these documents to the people we support in a variety of ways, according to what is best suited to the individual
- exercising their right to comment on any aspect of the support they receive. This is done through the Complaints Procedure and any monitoring and evaluation systems in operation
- seeking the support of an independent citizen advocate, where appropriate.

Parents, carers and friends

The people we support are adults in their own right. However, it will be assumed that their parents and other relatives may continue to make valued contributions to their welfare.

You will support individuals to maintain and develop such relationships.

Volunteer conduct

You have a duty to safeguard and promote the welfare of the people we Support at all times.

You must endeavour to enable individuals to exercise their rights and to make informed choices and decisions about all aspects of their lives. You will be expected to work in a person-centred way.

You should be aware that your appearance and presentation directly affects the image others have of us. You are therefore required to be clean, respectfully presented and wear appropriate clothing whilst undertaking your volunteer role.

You should not act in a way that may bring Hft into disrepute or diminish the confidence of other professional bodies or the public.

You are expected to behave professionally and maintain a professional relationship with colleagues and the people we support.

If you become aware of another person's actions that are not consistent with our standards, you have a duty to challenge or report this to your manager or, if the allegations are against your manager, to another senior member of staff.

You should use the Whistleblowing procedure correctly. Failure to do so may be construed as malicious gossip. If you are found to be spreading or discussing such gossip you may find yourself subject to disciplinary action.

You should not discriminate against people we support or colleagues.

If you become aware of another person's actions that are not consistent with our standards, you have a duty to challenge or report this.

All volunteers share the responsibility to protect the people we support from any kind of abuse, whether physical, sexual, financial or emotional.

We will not tolerate any behaviour from volunteers that may have a detrimental effect on the well-being of people we support and our good reputation.

You are expected to demonstrate our values, and adhere to our policies and procedures.

You are also expected to respect the rights of the people we support whilst undertaking your volunteer role.

Personal beliefs and views

You shall not impose your personal beliefs on people we support or Colleagues.

Where a person we support seeks advice that requires a value judgement (e.g.relationship counselling, money management), you should remain neutral and offer the widest range of suggestions.

You have the responsibility to seek help and guidance from your manager if you have any doubt about any aspect of practice.

Confidentiality

If collecting and collating information relating to people we support and staff or volunteer colleagues you will ensure that such information is:

- Obtained fairly and lawfully
- Held and maintained according to Hft policy.