



Churches Together in South Tyneside | **VOLUNTEERING CODE**

Expectations of All Volunteers

Purpose	- This Volunteering Code of Conduct sets out the standards of behaviour expected from all volunteers. - It exists to ensure that everyone involved with our charity—beneficiaries, volunteers, staff, and partners—feels safe, respected, and supported.
Values	Respect – treat everyone with dignity, fairness, and courtesy. Integrity – act honestly and ethically at all times. Compassion – show empathy and kindness in all interactions. Accountability – take responsibility for your actions and commitments. Inclusivity – embrace diversity and ensure no one is discriminated against.
Behaviour	- Represent the charity positively and professionally. - Follow instructions and guidance from volunteer supervisors. - Arrive on time for shifts and inform the coordinator if unable to attend. - Maintain confidentiality regarding service users, staff, and charity info. - Use charity property and resources responsibly. - Dress appropriately for the volunteering role.
Safeguarding	- Prioritise the safety and wellbeing of all children and vulnerable adults. - Report any safeguarding concerns immediately to the Safeguarding Lead. - Never engage in abusive, threatening, or exploitative behaviour - Avoid one-to-one private situations with vulnerable individuals if possible.
Equality	- Treat everyone fairly and without discrimination. - Avoid offensive, inappropriate, or discriminatory language or behaviour. - Challenge or report discrimination or harassment when it occurs.
Boundaries	- Avoid forming inappropriate relationships with beneficiaries. - Never accept gifts, money, or personal favours from beneficiaries. - Keep personal and professional boundaries clear and respectful. - Avoid sharing personal contact details unless explicitly authorised.
Health & Safety	- Follow all health and safety procedures. - Report hazards, accidents, or near misses promptly. - Only perform tasks they have been trained or authorised to do. - Use equipment safely and as instructed.
Data Protection	- Handle personal information responsibly and lawfully. - Not share, store, or use personal data outside of charity-approved systems. - Maintain confidentiality during and after volunteering.
Conflict of Interest	Declare any personal, financial, or professional interests that could influence their volunteering.

	• Avoid situations where conflicts may arise.
Substance Use/Misuse & Abuse	• Do not attend volunteering while under the influence of alcohol or drugs. • Do not smoke or vape in non-designated areas or while wearing charity uniform. • Engage in violent, abusive, or disruptive behaviour.
Social Media & Public Representation	• Use social media responsibly when referring to the charity. • Avoid posting confidential, offensive, or inappropriate content. • Seek permission before taking photos or videos during volunteering. • Never speak to the media on behalf of the charity unless authorised.
Problem Resolution	• Volunteers should raise concerns with the Volunteer Coordinator. • Complaints about conduct will be handled fairly and confidentially. • Serious breaches may result in the volunteer role ending.
Preparedness	• Ensure you are prepared for your role, which may include training in Safeguarding, Equalities, Policy Awareness and anything reasonably requested
Whistleblowing & Reporting	• Report any concerns to a member of the management

**...by volunteering with Churches Together in South Tyneside,
you agree to follow this Code of Conduct
and understand that continued involvement
is based on upholding these standards.**