

**Dear Volunteer,**

Volunteers are critical to the success of Helen's Trust. We recognise and appreciate that individual volunteers contribute in many different and unique ways and all have a part to play in raising awareness and funds to enable us to support those who need it.

The Trustees and staff are committed to ensuring that the experience you have volunteering with Helen's Trust is a positive one. We recognise that there is enjoyment and fulfilment in volunteering and that there can be a need for support at times so you feel confident in your role. Support can be found through our volunteers club but will also be given by Helen's Trust staff if needed.

We know that deciding to volunteer for Helen's Trust requires thought and personal commitment from volunteers and for that we are truly grateful. We ask all volunteers to reflect on the value of their role and to read and agree to this simple code of conduct in place to support both the volunteer and the organisation.

**Code of Conduct**

The code of conduct represents an agreement between Helen's Trust and all volunteers; it sets out expectations regarding behaviour and general conduct while volunteering.

In volunteering for Helen's Trust you are committing to helping the organisation to deliver its mission. This comes with a fair degree of responsibility and as a volunteer you will play an important role in interacting with the public and acting as a representative of Helen's Trust. It is for this reason that it is important that you follow the guidelines within the Code of Conduct.

In return for complying with our code of conduct, you can expect to be treated with courtesy and respect by Trustees, staff and fellow volunteers, and to be involved and consulted with on matters which affect you and your role as a volunteer.

The following principles have been developed jointly by Trustees and volunteers. Thank you for taking the time to read this information and good luck with all your volunteering activities.

Yours Sincerely



Lucy Nickson  
Chief Executive Office

Louise Jordan  
Chair of Trustees

**As a volunteer with Helen's Trust you can expect:**

- To be treated with respect and courtesy by all members of the Trust, and to be able to interact with other volunteers, employees and members of the public in ways which do not make you feel threatened or uncomfortable.
- To feel proud to be involved with a professional organisation that has appropriate policies and procedures in place to ensure good governance, fairness and integrity in its dealings with all others.
- To be encouraged to make suggestions to improving the experience you have as a volunteer.
- To be listened to when you make suggestions regarding improvements to the Trust.
- To be involved with decisions which affect the way you make your contribution to the Trust.
- To receive support when you need it to help you with your contribution to the Trust.
- To be able to get involved with the projects which interest you most, and to be able to change the nature of your contribution should you wish to do so.
- To be recognised, appreciated and thanked for the difference you make to the Trust.
- To be kept informed of relevant developments, events and activities carried out by the Trust.
- To have the opportunity to meet with a member of staff to discuss your volunteering.
- To be reimbursed for any reasonable out-of-pocket expenses incurred in the course of your volunteering.
- To be provided with the equipment you need to carry out fundraising or awareness raising activities.

**The Trustees expects volunteers:**

- To be reliable – although volunteering is about personal choice and being free to decide what activities you wish to be involved in, your commitment as a volunteer is important and others may be relying on you once you have committed to an activity in the same way they would in a work environment.
- To work cooperatively with other volunteers and employees.

- To represent the Trust positively at all times. You will often be the public face of Helen's Trust and as such should be mindful of words or actions which may have the potential to harm the reputation of the organisation.
- To be honest. We place a huge amount of trust in our volunteers both in terms of internal business and in interaction with the public. All volunteers need to be able to trust each other and to be honest when contributing to projects, completing expense forms and dealing with monetary or property issues.
- To respect all Trust property.
- To ensure confidentiality at all times.

### **Misconduct**

An incidence of misconduct can destroy the relationship between the Trust and the volunteer, it can also have very negative consequences for the Trust itself. In such cases the Trust may not wish to continue the volunteering relationship and may suspend a volunteer from activity whilst an investigation takes place, or in cases of gross misconduct may discontinue the volunteering relationship immediately, and may even seek to prosecute a volunteer if circumstances necessitate.

Examples of gross misconduct could include but are not limited to:

Physical assault; theft, misappropriation or unlawful destruction of property; serious infringement of safety rules or negligence; inappropriate language or behaviour in public; discrimination, harassment or making malicious allegations; falsification of documents or claims.

Any volunteer facing an allegation of misconduct may elect to use the policies and procedures open to employees, and which are available in the Bakewell office. The Chief Executive Officer or Chair of Trustees will decide what action will be taken if a volunteer is found guilty of misconduct but a thorough process of investigation will always be followed prior to any decision and volunteers will be written to regarding the outcome of any such investigation.