

## **Galway Contact**

### **Code of Conduct for Volunteers**

The purpose of the Code of Conduct for Volunteers is to set out standards of behaviour expected from volunteers of Galway Contact. All volunteers should ensure that they have read and comply with this Code of Conduct.

Volunteers should maintain the highest standards of behaviour in the performance of their duties by:

- Fulfilling their role as outlined in the Volunteer Handbook to a satisfactory standard;
- Performing their volunteer role to the best of their ability in a safe, efficient and competent way;
- Following the charity's policies and procedures as well as any instructions or directions reasonably given to them;
- Acting honestly, responsibly and with integrity;
- Treating others with fairness, equality, dignity and respect;
- Raising concerns about possible wrongdoing witnessed by the volunteer in the course of the volunteer's role with their Area Leader or Galway Contact office staff.
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made;
- Acting in a way that is in line with the purpose and values of the charity and that enhances the work of the charity;
- Communicating respectfully and honestly at all times;
- Observing safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training provided to volunteers;
- Reporting any health and safety concerns;
- Directing any questions regarding Galway Contact's policies, procedures, support or supervision to the volunteer's Area Leader or Galway Contact office staff;

- Addressing any issues or difficulties about any aspect of their role or how they are managed in line with Galway Contact's grievance procedures;
- Declaring any interests that may conflict with their role or the work of the charity (e.g. business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from their Area Leader or Galway Contact office staff
- Keeping confidential matters confidential;
- Exercising caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with Galway Contact returning or safely disposing of any such documents, material in their possession;
- Seeking authorisation before communicating externally on behalf of Galway Contact;
- Maintaining an appropriate standard of dress and personal hygiene;
- Completing their garda vetting application honestly and accurately in line with the National Vetting Bureau requirements.

Volunteers are expected NOT to:

- Bring the charity into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.);
- Seek or accept any gifts, rewards, benefits or hospitality in the course of their role; except for the odd occasion such as Christmas or birthday where a gift should not exceed around €10.
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community);
- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteering;
- Provide a false or misleading statement, declaration, document, record or claim in respect of Galway Contact, its volunteers, employees or charity trustees;
- Engage in any activity that may damage property;
- Take unauthorised possession of property that does not belong to them.

- Engage in illegal activity while carrying out their role.
- Improperly disclose, during or after their involvement with Galway Contact ends, confidential information gained in the course of their role with Galway Contact.
- Breach health, safety and hygiene standards

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of Galway Contact's other policies and procedures this may result in the volunteer's position being terminated. Notwithstanding the foregoing, volunteers should note that Galway Contact may terminate a volunteer's position without cause.

Volunteers acknowledge that no employment relationship is created in the context of their role with Galway Contact.

The board of charity trustees will review the Code of Conduct for Volunteers at 3-year intervals or as appropriate. The Chairperson is responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including charity trustees, are expected to facilitate this process.

Signed .....

Name .....

Date .....

**Rev A**