



POLICY INFORMATION (Policy no VOL010)	
Subject	Volunteer Code of Conduct <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
Applicable to	All volunteers of Nottinghamshire Hospice
Target Audience	Nottinghamshire Hospice Volunteers
Date issued	September 2024
Next review date	September 2024
Lead responsible for Policy	Director of People Services
Policy written by	Director of People Services
Notified to (when)	Senior Leadership Team
Authorised by (when)	Senior Leadership Team (Sept 2024)
CQC Standard if applicable	
Links to other Hospice Policies	Volunteer Policy VOL001
Links to external policies	
Summary	The code is a summary to help all volunteers understand the acceptable way to conduct themselves in any capacity / environment when representing Nottinghamshire Hospice.
This policy replaces	N/A

IMPORTANT NOTICE

Staff should refer to the Hospice website for the most up to date Policy. If the review date has passed it is still valid for 3 months. After that staff should seek advice from their clinical lead or manager.

VERSION CONTROL		
Status	Date	Review date
Original policy written by Director of People Services		
Policy reviewed by		
Policy notified to Senior Leadership Team	Sept 2024	
Policy ratified by Senior Leadership Team	Sept 2024	Sept 2027
Updated control sheet and published on website	Oct 2024	

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<p>1.</p>	<p>Introduction</p> <p>Our Code of Conduct below outlines the expectations that we ask of you in your volunteering role at Nottinghamshire Hospice. If you are unsure whether you can meet these expectations, please discuss with your allocated manager before you start.</p>
<p>2.</p>	<p>Volunteer Code of Conduct</p> <p>The Hospice Way</p> <p>Follow Nottinghamshire Hospice's policies and procedures at all times – they're full of essential information to support you in your role. All policies can be found on our website using the link: https://www.nottshospice.org/document-category/volunteer-policies</p> <p>Volunteer Policy (VOL001) is the best place to start as it provides an overview of volunteering at the Hospice with signposts to further information. Look out for our 'Policy on a Page' email that contains important updates and take time to read them.</p> <p>Be a Hospice Ambassador</p> <p>Always act in a way that reflects our charity's values and mission. Compassion, Trust and Ambition is what we're all about!</p> <p>Respect for All</p> <p>Treat everyone with fairness, equality and dignity. Listen to and respect the views of others.</p> <p>Positive Relationships & Boundaries</p> <p>Promote professional relationships built on honesty, trust, and transparency and maintain professional boundaries with everyone connected to Nottinghamshire Hospice.</p> <p>Mind Your Words</p> <p>Use language that's supportive and appropriate – we don't tolerate inappropriate, offensive or discriminatory comments.</p>

	<p>Listen & Learn</p> <p>Listen to your allocated manager and follow their instructions to guide you in your role. All training identified for your role must be completed within the specified deadlines.</p> <p>Privacy Matters</p> <p>Respect everyone's right to personal privacy by keeping information secure and confidential, unless there's a safeguarding concern.</p> <p>Safety First</p> <p>Use equipment safely and as intended and always report any incidents, accidents or near misses to your allocated manager. Comply with any risk assessment related to your role.</p> <p>Speak Up</p> <p>If you have questions, concerns, or difficulties, don't hesitate to talk to your allocated manager - if it's a concern about your allocated manager, reach out to Volunteer Services.</p> <p>Be Reliable</p> <p>It's crucial to give your allocated manager advanced warning if you can't make your volunteering session or if you're running late. We really appreciate this!</p> <p>A Change in your Commitment</p> <p>If you can no longer volunteer or need a temporary break, no problem, just inform your allocated manager as soon as you can.</p>
<p>3.</p>	<p>Equality Impact Assessment (EIA)</p> <p>An EIA has been completed.</p>