

Volunteer Code of Conduct



Who we are/what we do.

Nightlife Outreach was set up in August 2016 with a view to deliver Mental Health and Substance misuse information and mentoring services.

We source quality volunteer and provide training opportunities and to make sure our volunteers are matched with our service users best.

We also want to provide our volunteers and services users with a great service throughout their journey with us.

We want you to know that we are on the end of the phone, or e-mail if you ever need our help!

PLEASE REMEMBER:

The guidelines below are in place to ensure your safety they are not designed to be restrictive in any way.

HAPPY VOLUNTEERING!

Our commitment to Volunteers.

“Volunteers lie at the heart of our organisation, as a volunteer you will be an ambassador, not only Nightlife Outreach but for your community.

The general public rarely see the event organisers or people behind the scenes - you, the volunteers, are the public face of an organisation or event, you will be the first person a visitor will come into contact with.

You will make it happen, smooth the way, inform, help and guide people you come in to contact with.

What is the Code of Conduct?

The Code of Conduct is a summary of the policies which apply to being a volunteer. This policy sets out the standards of behaviour that Nightlife Outreach expects from you and identifies your rights and responsibilities as a volunteer.

Compliance with the Code of Conduct is one condition of your involvement with us and should be regarded as a minimum standard which you should work to. If you are unsure whether a decision you are about to make will breach the Code of Conduct, ask your immediate Supervisor/Team Leader or a member of the Nightlife Outreach Team.

Standards

It is important that quality is at the heart of everything we do. As a volunteer you have a responsibility to care for Nightlife Outreach and our charitable causes, we as an organisations care for you!

It is important that we demonstrate a positive attitude, equality and promote teamwork.

The following standards will apply at all times:

- Clear instructions regarding your volunteer role which will include: attendance time, location, uniform, travel, food and any other requirements;
- A detailed role description, however where possible and reasonable, volunteers should also be flexible and support events/activities where they can;
- Training and development for your role;
- A healthy and safe environment; and
- Appropriate supervision with a named Team Leader and/ or Manager.

General Guidelines

Accountability

It is important that you attend every day / shift you have been rostered for. If you cannot attend a shift you must directly inform your team leader as soon as possible. This is to ensure we make alternative arrangements to fill your role. Failure to contact us may place additional pressure on existing volunteers and damage the reputation of the Charity.

Additional Duties

Due to the nature of the some volunteer roles, you may at times be asked to perform additional duties other than those to which you were originally assigned. Your cooperation and flexibility will help the team to deliver their services / events as efficiently as possible. However, if you feel unable to do perform extra duties, please let your Volunteer Manager know.

Confidential Information

As a volunteer you have an obligation to protect confidential or personal information in relation to other volunteers and other organisations/events. If you have access to confidential information (including addresses or telephone numbers of colleagues/clients), you should never discuss or disclose such information to anyone other than the person/s authorised to receive it, both during and after your involvement with the organisation/event. *(Please refer to the Confidential Information Policy).*

Contact with the Media

All requests from members of the media for comments/information should be politely directed to your Supervisor, Team Leader or Manager or a member of venue management. This will ensure the accuracy of all information given to the media and help to maintain good relationships. Similarly, you should not give any interviews, appear in any promotions, advertisements or endorsements, or give any assistance to the media in relation to any story concerning the affairs of the event, without the prior consent of the organisers. Ask your Supervisor/Team Leader or Manager if you need more information or if there is anything you are not sure about. You should also exercise discretion when commenting in your private capacity about the event where your comment may be understood to be an official comment of the organisation.

Criminal/Illegal activity

Any volunteer found to be engaging in criminal or illegal activity in the workplace will be referred to the police. *(Please refer to the Disciplinary Policies)*

Dangerous Weapons/ Firearms

Possession/carrying firearms or dangerous weapons is not permitted.

Equal Opportunities

Nightlife Outreach is committed to ensuring within the framework of the law that our workplace is free from unlawful or unfair discrimination on the grounds of disability, colour, race, nationality, ethnic or national origin, sex, gender (including gender reassignment), sexual orientation, age, marital status, religious or other similar philosophical belief. We aim to ensure that our volunteers achieve their full potential and that all decisions are taken without reference to irrelevant or discriminatory criteria. *(Please refer to the Equal Opportunities Policy).*

Facilities and Property

Nightlife outreach is a small charity with high hopes of changing lives for the better we are community funded so we ask you to be efficient and economical and protect these assets. This covers all consumables and equipment including, but not confined to, items such as stationery, communication devices, computers, office equipment and other equipment. Property (including consumables) is not to be removed from the premises and/or used for private purposes without prior authority from your immediate supervisor/manager. You are not authorised to use the organisation's equipment such as faxes, photocopiers, PC's and phones for private purposes.

First Aid

If a medical emergency should arise, unless you are a trained first-aider, your first priority should be to get assistance from someone who is trained. Even if you are a trained first-aider, ensure that professional medical help is obtained as a matter of urgency.

If there is any immediate danger, get yourself and those near you away from the area as quickly as possible. Your attempts to assist someone should be minimal but you might be able to do some of the following until help arrives.

- Clear the space around the ill or injured individual and keep other spectators away;
- Help make the individual comfortable;
- If possible, place them in the recovery position and call the 999 as soon as possible
- Be extremely careful with blood. You can put a cloth over a wound to help stop bleeding but do not touch the wound or allow blood to come into contact with your skin.

Fraud and Corruption

Fraudulent and corrupt activities are in fundamental opposition to the spirit of the charity organisation and our service users. If you suspect fraudulent or corrupt behaviour, report it to your immediate Supervisor/Team Leader or Manager. We will treat reports of corruption/fraudulent behaviour as confidential, where possible, and will seek to protect individuals making such reports from recrimination. All reports will be investigated promptly and fairly. Anyone found to be engaging in such conduct will be removed from the venue and referred to the police (if appropriate). *(Please refer to Disciplinary Policies)*

Gambling

Gambling is strictly prohibited on any premises where you are volunteering.

Gifts and Hospitality

You should register the acceptance of any gifts or entertainment, other than those of nominal value (e.g. pens, diaries etc.) with your Team Leader or the Volunteer Team. Gifts or entertainment, even of nominal value, should never be accepted if it could be seen as bribery. Where there is any doubt you should speak to your immediate Team Leader.

Gratuities/Tipping

Acceptance or asking for tips or gratuities is not allowed.

Grievance Resolution

A grievance is a perceived or real issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint. Nightlife Outreach is committed to encouraging an open environment in which all volunteer members can express themselves freely and responsibly, where issues raised are responded to in an appropriate and timely manner and where everyone is treated with dignity and respect. Above all, we are committed to providing fair and honest settlement of any grievance. *(Please refer to Grievance Policy and Procedure).*

Health and Safety

Nightlife Outreach is committed to providing you with a safe working environment. You are required to exercise reasonable care in the course of your role to ensure the Health and Safety of yourself and others.

Please be aware of, and follow all safety information.

The following safety responsibilities apply to everyone:

1. Pay close attention and familiarise yourself with the facilities during the venue you are volunteering at and note the names of the different exits and access points;
2. Co-operate fully with organisation staff at all times;
3. Understand the emergency plans for the venue (e.g. fire evacuations);
4. Do not use any equipment or machinery which you have not been trained to use;
5. Take care when lifting and carrying (e.g. don't lift very heavy boxes);
6. Report any potential hazards to a member of staff; and
7. In the event of fire/hazard or any other risk, remove yourself and warn others of imminent danger
8. If you feel an activity is unsafe or you feel unwell report this to your supervisor.
9. Contribute to a safe and healthy workplace - don't leave things lying around, keep work areas and gangways clear and tidy

Illegal Drugs and Alcohol

We prohibit the sale, distribution, use or being under the influence of alcohol, illegal drugs or any other substances that may affect your performance and behaviour in the workplace. Consumption of alcohol, illegal drugs or other performance-impairing substances prior to and/or during a work shift is not allowed. Consumption of alcohol at a venue or other workplace is only permitted when supplied by management on special occasions, and should be enjoyed in moderation. Do not consume alcohol in a public place whilst in uniform during your shift *(See section on Professional Behaviour below)*. You must ensure that your actions do not bring into question the professionalism of yourself, or Nightlife Outreach. If you take medication which makes you drowsy, please inform your Volunteer Manager to ensure you are not given a role which would place you in danger.

Mobile Phones / Personal Mobile Radios (PMR)

Unless you have been issued with an authorised mobile phone or personal mobile radio, the use of personal mobile phones, radios or pagers whilst on duty is not permitted. Phones, radios and pagers can be carried visibly by volunteers/staff when they are officially issued. If you need to have your mobile phone with you, it must not be visible during the shift and must be turned off or on silent whilst you are volunteering.

Notice boards and information display

Noticeboards, newsletters and other forms of information display may be available and are for the benefit of the whole team. You cannot place or distribute any personal material within the venue without the approval of the Volunteer Manager or your Supervisor/Team Leader.

Performance Issues/ Inappropriate Practices

We will always attempt to resolve any performance issues or conflict fairly. In such cases, the relevant Supervisor/Team Leader or Manager will discuss their concerns with you and seek to resolve the matter in a quick and professional manner.

Inappropriate practices e.g. arriving late for duty, harassment etc. will be dealt with by the relevant Supervisor/Team Leader/ Area Manager. Redeployment to other duties or removal from the building can

occur as a result of repeated unsatisfactory performance or serious misconduct e.g. theft, assault and/or abuse of privileges. The Volunteer Manager can assist if required.

Personal Grooming

You are required to be neatly groomed, presentable and to maintain a high level of personal hygiene at all times when on duty. For safety reasons, jewellery should be kept a minimum.

Personal Property

You should note that there might be no supervised storage space at the venue where you are volunteering. You are advised, therefore, not to bring valuables to work, including personal items such as handbags, portable mp3 players, cameras, personal laptops etc. the venue will not assume responsibility for the loss, theft of, or damage to, your personal possessions.

Professional behaviour

All volunteer members have a responsibility to behave professionally at all times. If you travel to and from the venue in uniform you will be highly visible as a representative of the organisation. You must, therefore, ensure that you present yourself in a professional manner at all times.

Whilst in uniform and at your venue you must not:

- ask for autographs or take photographs
- consume illegal substances
- consume alcohol (other than at designated staff functions)

Please be aware that swearing, offensive language and offensive/inappropriate jokes are unacceptable when volunteering with an organisation/event.

Security

Security measures may be in place at the venue and you will be required to adhere to security procedures whilst on duty and off duty. The security measures will be notified to you via training or induction.

Shift start/finish times

The start time for your role, as discussed at your induction is the time you are required to check-in at your venue/place of volunteering. You are requested not to arrive at the venue any more than 30 minutes prior to your start-time, unless requested by your Supervisor/Team Leader or Manager.

Sleeping on duty

Sleeping whilst on duty is not permitted.

Selling or Canvassing on premises

You must not engage in personal business or other interests whilst volunteering. This includes use of work telephones to make calls in relation to personal interests, the display or distribution of posters, pamphlets and catalogues and/or approaching colleagues in relation to those activities.

Smoke Free environment

We observe a smoke-free work environment and you cannot smoke whilst volunteering. Smoking will be allowed in the designated area during approved breaks.

Training attendance

Training will form an exciting and important part of your volunteering experience and provides valuable information to help you do your role. You are required to attend all relevant training/teambuilding sessions.

Uniforms

Where issued, your uniform should be worn and maintained with pride and in accordance with the guidelines below:

- If you are provided with an official uniform, it must be worn when you are volunteering and you are expected to look neat and tidy while wearing it. It is your responsibility to clean and care for your uniform items.
- You are required to provide your own footwear. Footwear should be clean, comfortable and conservative in colour. In some cases, for safety reasons, open toe shoes and high heels may

not be permitted. For some roles Personal Protective Equipment will be provided for you in the form of safety boots and Hi Visibility jackets and appropriate PPE. Comfort is the priority so footwear such as trainers is an acceptable item of uniform.

- Personal comfort or various weather conditions may require you to wear additional layers of clothing. Additional layers of clothing should be worn under the official uniform
- Uniform items should only be worn when you are volunteering

Additional garments and accessories may be worn to ensure religious or cultural requirements are observed. Where possible, however, standard uniform items should be worn to ensure that you are identified as a volunteer.

VIP approaches, Autographs and Photography

The soliciting of VIP autographs and/or taking of photographs is not permitted during rostered volunteering hours or whilst in uniform. These activities can be disruptive and can also pose a security risk. Please be polite and discreet when making such approaches at other times and be prepared to take 'no' for an answer. You are discouraged from bringing cameras to the venue since there is no secure storage provided.

PLEASE REMEMBER:

These guidelines are in place to ensure both you and the event organisers safety. They are not designed to be restrictive in any way.

Nightlife Outreach wants to provide a professional service to its volunteers but we also want you to have fun and enjoy your volunteering experience. We would like you to know that time you give up is very much appreciated.

HAPPY VOLUNTEERING!