

Volunteer Agreement Code of Conduct

This Volunteer Agreement is a description of the arrangement between us, ReachOut (*reg. charity no 1096492*) and you (*the volunteer*) in relation to your voluntary work.

Volunteers are an important and valued part of our work. We appreciate that you've chosen to volunteer with us - we will do our best to make your volunteer experience enjoyable and rewarding, and provide training and support.

At ReachOut we expect everyone to behave respectfully towards each other in order to get the most out of the project. We therefore ask you to agree to the code of conduct below which sets out these expectations.

I, the volunteer, commit to:

1. Bring a positive attitude to ReachOut activities and engage fully with all activities, being kind and fair, supporting my Youth Development Lead and performing my volunteering role to the best of my ability
2. Role model the behaviour that we want to see in our young people
3. Display integrity and professionalism whilst undertaking my voluntary role, showing respect towards all stakeholders and being open to giving and receiving feedback
4. Maintain appropriate boundaries with young people, ensuring that the mentor- mentee relationship is professional and no behaviours are displayed that would indicate a low-level concern as outlined in our Safeguarding Policy, such as using my phone
5. Follow ReachOut's safeguarding guidance, promoting the welfare of young people and recording and reporting all concerns about a young person's safety. This includes any concerns relating to another volunteer or ReachOut staff member. In this situation the concern should be reported directly to the Designated Safeguarding Lead
6. Meet the time commitments and standards undertaken, other than in exceptional circumstances, providing reasonable notice so that alternative arrangement can be made
7. Act responsibly and within the law at all times and adhere to the organisation's rules, procedures and standards, including health and safety procedures and its equal opportunities policy in relation to staff, volunteers and young people
8. Maintain the confidential information of the organisation, its activities, other volunteers, supporters and young people
9. Strive to uphold ReachOut's reputation if speaking about the organisation publicly, for example on social media, and being a representative of ReachOut at all times
10. Dress in an appropriate manner for working with young people

If any aspect of the code of conduct is not maintained, ReachOut will be required to follow the volunteer dismissal process below:

- **Your Youth Development Lead will have a conversation with you to raise the concern and give a verbal warning, outlining the behavioural change needed. This warning will be followed up in an email**
- **If this change is not followed through within the next two weeks, your volunteering role with ReachOut will come to an end and this will be confirmed in writing**
- **You may be removed from the project straight away without a warning, if the Code of Conduct breach is severe**
- **In the case of a low-level safeguarding concern, we will follow the process outlined in our Safeguarding Policy**

This agreement is binding in honour only, is not intended to be legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.