



DRAFT Feed the Birds Volunteer Code of Conduct

Who we are and what we do

Feed the Birds is an independent charity, founded by Shropshire Wildlife Trust. We are a befriending scheme based in Shropshire and volunteers are essential to the successful delivery of our work.

Our commitment to volunteers

Volunteers underpin all areas of our work including one to one visits to clients and Trustees. The guidelines below are in place to ensure your safety and the safety of the people we support. We aim to provide a professional service to volunteers, but we also want you to have fun, enjoy your volunteering experience with us and to feel proud to represent Feed the Birds. We want to support you in your volunteering through training, robust policies and procedures and mutual respect for what we do.

What is the Code of Conduct?

This Code of Conduct sets out the standards of behaviour that Feed the Birds charity 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. By working within the guidelines of the Code of Conduct you will be contributing to the success of our work and maintaining our good reputation.

Standards

It is important that quality is at the heart of everything we do. As a volunteer you are representing Feed the Birds and as such we expect a minimum standard of behaviour and professionalism. We also have a duty of care towards you, our volunteers, and as such we will ensure that your safety and the safety of others is paramount. Teamwork, a positive attitude and a willingness to learn, are all part of the role of a volunteer. The following will apply at all times:

- A detailed role description will be provided
- Training and development for your role
- A healthy and safe environment; and
- Appropriate supervision & support with the project co ordinator

General Guidelines

Attendance & Commitment

If your circumstances change, please let the project co ordinator know as soon as possible. Our clients rely on routine and consistency, and it is important that we try to maintain that at all times. We understand volunteers are busy people, often volunteering for other organisations, but we do ask that you notify us of any changes that will impact on your role as a Feed the Birds volunteer. You can contact us at dianem@feedthebirds.org.uk

Confidential Information

Some of our roles involve access to confidential information and we require 2 satisfactory references for these positions. As a volunteer you have an obligation to protect confidential or personal information in relation to clients and other volunteers. If you have access to confidential information (including addresses or telephone numbers of clients and volunteers), you should never discuss or disclose such information to anyone other than the person/s authorised to receive it.

Equal Opportunities

We are 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.

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, i.e. Emergency Services. 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 emergency services on 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.

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. Feed the Birds charity is committed to encouraging an open environment in which all volunteers can express themselves freely and responsibly and 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 a fair and honest settlement of any grievance. Grievance will be dealt with in this order until resolved: staff contact / Trustees

Health and Safety

We are committed to providing you with a safe working environment. You are required to exercise reasonable care during your role to ensure the Health and Safety of yourself and others. A Risk Assessment for your role and your client's home will be provided.

Professional behaviour

As a volunteer you are representing Feed the Birds charity, and we ask that you behave responsibly and professionally at all times when carrying out your role.

PLEASE REMEMBER: These guidelines are in place to ensure everyone's safety and enjoyment whilst volunteering with us. They are not designed to be restrictive in any way. We aim to provide a professional and well-run organisation for our volunteers, and we want you to have a fulfilling and enjoyable volunteering experience with us. The time that you give to us as a volunteer is very much appreciated.

Please ensure that you have marked the relevant box on the Volunteer Application Form to indicate that you have read, understood and agree to abide by this Code of Conduct whilst volunteering with Feed the Birds.

Approved

Date TBC

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Signed by Trustee

Review date

January 2025