

Volunteer Agreement and Code of Conduct

Part 1 - Volunteer Agreement

The Charity depends on its volunteers for much of its work, including fundraising, work with clients in the field and at its operational hubs in Lincoln and Boston. The organisation would simply not be the same without the help of its volunteers to supplement its paid staff.

As such, your help to the organisation is critical and we thank you for your support. We will do the best we can to make your volunteering experience with us as enjoyable and rewarding as possible.

We ask all our volunteers to sign an informal agreement as part of our volunteering processes.

I agree:

- To help Age UK Lincoln & South Lincolnshire to fulfil its services.
- To perform my volunteering role to the best of my ability.
- To complete and return paperwork as requested.
- To follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients.
- To maintain the confidential information of the organisation and of its clients.
- To meet time commitment and standards agreed to, except in exceptional circumstances, and give reasonable notice so other arrangements can be made.

Age UK Lincoln and South Lincolnshire will:

- Provide a safe environment to your volunteering.
- Provide you with an induction to our charity.
- Give you training to do your role effectively with support and feedback.
- Value and respect you.
- Include you in the life of the charity.
- Recognise your contribution.

Part 2 - Code of Conduct - Safeguarding Adults, Young People & Children

All adults who work or volunteer with, and on behalf of vulnerable adults, young people or children are accountable for the way in which they behave and for the steps they take to manage risk and safeguard vulnerable people.

Our Vision: a world in which older people flourish.

Our Mission: to improve the lives of older people.

Throughout all our work and activities the best interests of the people who use our services is our prime concern. We appreciate the time, energy and commitment that everyone brings to Age UK Lincoln & South Lincolnshire. Through our consistent approach we each play a part in helping to ensure that Age UK Lincoln & South Lincolnshire support helps keep people safe.

Adults working or volunteering with older people, young people or children occupy a position of considerable trust. Our conduct and behaviour, including in our private life, must demonstrate that we will always act in the best interests of the people with whom we come into contact. We avoid any behaviour which may compromise our ability to safeguard these people and Age UK Lincoln & South Lincolnshire's reputation.

This Code of Conduct is accepted and signed by all trustees, staff and volunteers across Age UK Lincoln & South Lincolnshire and ensures that we are all aware of our responsibilities and expectations in supporting older people.

It is introduced to trustees, staff and volunteers as part of their induction and indicates that we fully understand and are committed to Age UK Lincoln & South Lincolnshire's policies and procedures for safeguarding, confidentiality, information sharing and governance.

Copies of the signed Codes of Conduct will be held on file in Age UK Lincoln & South Lincolnshire's records.

In order to acknowledge our individual responsibility to protect service users, and to reduce the likelihood of abuse taking place, each trustee, member of staff and volunteer signs their agreement to:

- 1) model and promote Age UK Lincoln & South Lincolnshire's commitment to safeguarding in all aspects of their work and wider conduct, including in the use of social network sites
- 2) not to exploit or abuse their position
- 3) follow the Age UK Lincoln & South Lincolnshire Standards and Methods of Practice, the policies and procedures relating to safeguarding, including this Code of Conduct, and policies relating to confidentiality and information sharing and information governance
- 4) follow Age UK Lincoln & South Lincolnshire procedures for reporting concerns or about the behaviour of an individual without delay
- 5) undertake safeguarding training specific to their role in order to keep knowledge and skills up to date
- 6) model positive examples of behaviour
- 7) not make inappropriate, sexual or abusive remarks
- 8) listen to and respect the views of others
- 9) recognise that people can be adversely affected by words and actions and to *sensitively challenge* inappropriate, offensive, racist or abusive language and behaviour, when safe and appropriate to do so.

Section 3 - Declaration

By signing this document:

- I acknowledge my responsibility to protect people who use our services.
- I understand and agree to the contents as laid out in the **Volunteer Agreement** (section 1)
- a) I understand and agree to the contents as laid out in the **Code of Conduct** (section 2).
b) I also accept that I accept that failure to carry out my volunteer role to this **Code of Conduct** may result in suspension pending investigation and. For staff this may result in disciplinary action; trustees or volunteers who do not comply with the Code of Conduct may be asked to leave Age UK Lincoln & South Lincolnshire.

Signed: _____ **Date:** _____

Print name: _____ **Role:** Volunteer