

ST JEANNE ANTIDE FOUNDATION

VOLUNTEERING POLICY

PART II - Code of Practice for SJAF Volunteers

All volunteers with the St Jeanne Antide Foundation are expected to act in accordance with this Code of Practice. This code protects and promotes the interests of service users and carers. It also supports volunteers themselves by explaining expected behaviour and boundaries to be maintained.

What is the Code?

The code of practice is a list of statements that describe standards of conduct and practice required of social care volunteers as they go about their daily social support work in the community.

STANDARD 1: Protect the rights and promote the interests of service users and carers.

This means that you are expected to:

1. Treat each person as an individual;
2. Respect an individual's views and wishes;
3. Support service users' rights to be in control of their lives and to be able to make informed choices;
4. Respect and maintain service users' dignity and privacy;
5. Promote equal opportunities;
6. Respect diversity.

STANDARD 2: Establish and maintain trust and confidence.

This means that you are expected to:

1. Be honest and trustworthy;
2. Communicate in an open, honest and straightforward manner;
3. Respect confidentiality;
4. Clearly explain the organisation's policy about confidentiality to service users and carers;
5. Be reliable and dependable;
6. Act in line with the organisation's policies and procedures;
7. Declare issues that might create conflicts of interest and make sure that they do not influence one's judgment or practice;
8. Adhere to the organisation's policy and procedures about accepting gifts and money from service users and carers;
9. Honour one's commitments, agreements and arrangements and, when it is not possible to do so, explaining why.

STANDARD 3: Promote independence.

This means that you are expected to:

1. Assist service users to understand and exercise their rights;
2. Help service users challenge and report dangerous, abusive, and discriminatory behaviour and practice;
3. Explain health and safety issues;
4. Help service users/carers to make complaints, comments or compliments.

STANDARD 4: Respect the rights of service users while seeking to ensure that their behaviour does not harm themselves or other persons.

This means that you are expected to:

1. Follow risk assessments that are in place;
2. Take necessary steps to minimise the risks of service users harming themselves or other persons;
3. Inform others of changes related to the health and safety of service users.

STANDARD 5: Uphold public trust and confidence in social care services

This means that you SHALL NOT:

1. Abuse, exploit, neglect or harm services users, carers or staff;
2. Abuse the trust of service users and carers or access you have to personal information about them or to their property;
3. Form inappropriate personal relationships with service users;
4. Discriminate or condone discrimination;
5. Put yourself or other people at unnecessary risk.

STANDARD 6: Be accountable for the quality of the support you provide

This means that you are expected to:

1. Inform your co-ordinator about any difficulties that may affect your ability to fulfill your roles and responsibilities as a volunteer;
2. Undertake relevant training to maintain and improve your knowledge and skills;
3. Be reliable and be ready to commit only to what you can deliver;
4. Inform your co-ordinator in good time if you cannot attend a meeting or service session;
5. Arrive 10 minutes before the agreed time;
6. Wear appropriate clothing for your activity;
7. Be enthusiastic;
8. Use appropriate language.
