

# VOLUNTEER BOUNDARIES

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## Introduction and background

This policy applies to all volunteers (including students and ambassadors), or anyone volunteering on behalf of The Brain Tumour Charity.

### Boundaries

- Boundaries set the parameters of what is and isn't acceptable behaviour
- Boundaries provide a clear framework of how to act appropriately in a given situation

### Why are boundaries needed?

- Boundaries help us to protect employees, volunteers and Charity supporters
- Boundaries helps us to develop trusting professional relationships
- Boundaries clarify the difference between a professional relationship and a social relationship
- Boundaries help people to separate their working lives from their private lives
- If we do not have boundaries in place it may lead to inappropriate expectations, favouritism or exploitation and conflicts of interest.

## Policy Details

- You are in a position of responsibility during your time as a volunteer at The Brain Tumour Charity
- Always act in a professional manner
- Do not develop any form of social relationship with children or adults that use the services of The Brain Tumour Charity (social relationship includes but is not limited to: communicating outside of volunteer hours, meeting outside of volunteer hours)
- Do not share your personal information (including address and phone number) with children or adults that use the services of The Brain Tumour Charity
- Do not give or receive gifts from any children or adults that use the services of The Brain Tumour Charity
- Do not perform tasks outside of your role description, unless directed by your Volunteer Coordinator or the Volunteer Development Manager
- Do not engage in political activity during your volunteering hours
- Respect the personal and professional boundaries of other volunteers, staff and supporters
- Always adhere to the Confidentiality and Data Protection Policies and the Safeguarding Policies of the Charity

### Harassment

We are committed to ensuring that we are able to provide a working environment which is harmonious and acceptable to all. Harassment is not acceptable and will be dealt with seriously.

- It is the duty of each volunteer and employee to respect the feelings and well-being of other volunteers and employees.
- What might be acceptable to one person might be upsetting and/or intimidating to another person.

- Harassment is unacceptable language or behaviour, which causes the recipient of such actions to be embarrassed, offended, or threatened.
- Harassment can take many forms and can range from relatively mild banter to actual physical violence.

The Charity understands the sensitive nature of complaints of harassment, but would urge any individual if they feel that they are the victim of such behaviour, to implement the Volunteer Concerns and Complaints Procedure in order that the situation can be satisfactorily resolved. Individuals are assured that should they raise such a grievance that the matter will be dealt with promptly in a discreet and caring manner.

### **Further Action**

- If you have any questions about boundaries please talk to your Volunteer Coordinator or the Volunteer Development Manager.
- If you feel that a volunteer or staff member is disregarding boundaries then please report this to the Volunteer Development Manager.
- Failure to follow guidance in this document may lead to implementation of The Good Conduct Policy.