

# VOLUNTEER GOOD CONDUCT POLICY

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## Introduction and background

The purpose of this policy is to provide guidance and a structure by which concerns about volunteers can be addressed and resolved fairly, objectively and in a consistent manner.

Volunteers give their time and effort freely and the skills our volunteers bring to the Charity are invaluable, however, in rare instances the actions of volunteers can be detrimental to our aims and mission. In these instances it is necessary for the Charity to take action to avoid performance or behaviour that is inappropriate or harmful to the people we support, the services we provide, the strategic aims of the Charity or our reputation. The Brain Tumour Charity expects a high standard of conduct, integrity and professionalism from our volunteers and conduct which calls the Charity into disrepute or impairs its efficient running will be taken seriously. In most cases it is hoped that issues can be resolved informally as part of regular support and supervision and where that is not possible the Volunteer Good Conduct Policy is implemented.

Volunteers and their Volunteer Coordinator are expected and encouraged to discuss ordinary, day-to-day concerns informally together, either individually in catch-up meetings or within group meetings, such as volunteer forums. This allows issues to be addressed promptly with the intention of stopping situations escalating unnecessarily. If it is the case that issues cannot be resolved informally a more structured approach must be taken.

## Policy Details

### Implementing this policy

Examples of the types of issues which may lead to the implementation of the policy include:

- Unsatisfactory performance of the duties of the role as set out in the volunteer's role description and the volunteer agreement.
- Refusing to comply with reasonable requests from Charity staff or abide by the Charity's policies and procedures.
- Harassment and bullying of, or acting disrespectfully towards any person being supported by The Brain Tumour Charity, any other volunteer or any staff member.
- Discrimination of any person being supported by The Brain Tumour Charity, other volunteers or staff members
- Non-compliance with data protection and confidentiality requirements.
- Breach of safeguarding procedures.

In all stages of the Good Conduct Procedure the Volunteer Coordinator, Volunteer Development Manager and/or a member of the Support Team may attend the meetings.

The volunteer will be given the opportunity to dispute the concerns raised, correct any misunderstandings and discuss their understanding of the situation during all stages detailed in this policy. Volunteers can formally dispute claims at any stage of the procedures of the policy. To do so, the volunteer should submit their dispute, in writing to the Volunteer Development Manager, within ten days of the official communication of the formal procedure.

For reference, the Volunteer Coordinator will keep a record of all meetings during the stages detailed in this policy, and volunteers can request a copy of this record.

### **Stage One – Informal Meeting**

Where performance or conduct is not reaching the levels required by The Brain Tumour Charity the Volunteer Coordinator will request an informal meeting. At this meeting the volunteer and the Volunteer Coordinator will have the opportunity to discuss the area(s) of concern. Ways in which the area(s) of concern may be managed or rectified will be discussed, action points will be agreed, and a time frame to review the action points will be set (the review period). The Volunteer Coordinator may also provide specific guidance and support to help rectify the identified concerns.

All action points created in the meeting will be reviewed in a catch-up meeting with the Volunteer Coordinator at an agreed date.

We aim to resolve all concerns during stage one of the Good Conduct Policy.

### **Stage Two – Formal Meeting**

If the area(s) of concern identified in stage one of the Good Conduct Policy persist or escalate after the review period, the Volunteer Coordinator will organise a formal meeting with the volunteer where continuing concerns can be discussed. A second staff member will attend the formal meeting, which may include the Volunteer Development Manager or a member of the Support team to offer support and advise on ways that the concern can be resolved. During the formal meeting, the Volunteer Coordinator will explain his/her concerns about the volunteer. They will list the action points that was set in the informal meeting and detail how they were not met during the review period. All attendees, including the volunteer, will then have the opportunity to discuss the situation and the volunteer's behaviour.

Following the discussion, action points will be agreed, and a time frame to review the action points will be set. It will also be made clear what actions the Charity will take should the addressed issues continue to persist.

Following the formal meeting, a date for a second formal meeting will be arranged between the volunteer and the Volunteer Coordinator. This meeting will provide the opportunity to talk about the issues again and review the volunteer's performance in line with the action points from the previous meetings. If there has been no significant and sustained improvement, or if the original issues persist, then the Volunteer Coordinator may consider ending the volunteer agreement (please see below).

### **Ending a volunteer agreement**

Ending a volunteer agreement means that the agreement in place between The Brain Tumour Charity and the volunteer has ended and that the volunteer placement has ended.

Examples of why The Brain Tumour Charity may terminate a volunteer agreement:

- The failure of action points during stage one and stage two of the Good Conduct Procedure
- The volunteer refuses to amend behaviour or take action to address their performance
- The volunteer's persistent action compromises their own safety or the safety of others

The ending of a volunteer agreement will be the responsibility of the Volunteer Coordinator. All decisions to end a volunteer agreement will be reviewed by the Volunteer Programme Coordinator and a member of the Senior Leadership Team before being communicated to the volunteer.

Following the decision to end a volunteer agreement, a letter will be sent to the volunteer within five working days. This letter will explain the reason for the termination of the volunteer agreement and request the return of the volunteers ID card (if applicable) and any other property of the Charity.

Following the end of the volunteer agreement, The Brain Tumour Charity requests that contact with other volunteers, staff and beneficiaries cease unless personal relationships are held outside the Charity.

### **Immediate ending a of Volunteer Agreement without recourse to stage one and two**

The actions and behaviour of a volunteer may sometimes be considered so serious that the decision to end the volunteer agreement may be made without further attempts to address the volunteer's behaviour and actions. Examples of when this may occur include (this list is not exhaustive):

- Criminal activity
- Being intoxicated or under the influence of alcohol or illegal drugs whilst partaking in volunteering activities
- Threatening behaviour, verbal abuse or using physical violence against any The Brain Tumour Charity employee, volunteer or service user, or against property
- Wilful and serious breach of confidentiality or data protection
- Wilful refusal to adhere to any of the Charity's policies
- Bringing the Charity into disrepute by speaking about the Charity in a negative or derogatory way (including on social media websites)
- Improper use of The Brain Tumour Charity facilities
- Serious personality clashes that cause disruption to the service
- Displaying discriminatory behaviour
- Wilful or serious disregard of health and safety procedures