



PROSTATE
CANCER UK

Code of Conduct for Volunteers

Introduction

Our Code of Conduct is underpinned by Prostate Cancer UK's Working Principles which give us a shared understanding of the way we should all work together. They are tools we use to guide our language, decisions and working relationships on a day-to-day basis.

Our Working Principles are:

Be direct and conversational. Tell our story simply and powerfully, without jargon. Invite two-way conversations.

Be bold and energetic. Be ambitious and try something new, especially in fresh situations. Challenge the status quo, and call for what we need from others. Use drive and focus to get where we need to be.

Be honest and unembarrassed. Don't be shy about prostate cancer, or let embarrassment keep important things whispered or unspoken. Be honest, even when we do not have all the answers.

Be responsive and supportive. Listen to men, and what they want from us. Speak openly, but with respect. Make your point, but seek the common ground when other people's views are different.

Be flexible and collaborative. We can't tame prostate cancer alone. Work together with all of those who have a stake in prostate cancer. Adapt to change with ingenuity. Trust and use everyone's expertise.

Code of Conduct

We believe all our volunteers are highly responsible but would nevertheless like to set out our expectations of your conduct and to ensure that your volunteering experience is a positive and rewarding one.

As a volunteer you are to be an ambassador for Prostate Cancer UK. You should behave in a professional, helpful and courteous way and treat other volunteers, colleagues and members of the public with dignity and respect and in keeping with the Working Principles

Any communication you have with members of the public, supporters or external contacts needs to promote and maintain confidence and trust in our work at all times. Be aware of our policy on equal opportunities and avoid any form of discrimination or harassment.

You are responsible for the security of data in accordance with the General Data Protection Regulations 2018, accounts, and systems under your control. Keep passwords secure and do not share account or password information with anyone, including other personnel, family, or friends. Providing access to another individual, either deliberately or through failure to secure its access, is a violation of this policy.

If you are representing the charity at an external event the dress code should be smart. If you are required to wear any protective clothing or any branded clothing please ensure that it is the clothing issued to you by the charity and that it is in clean and in good repair.

It is vital that you read any briefing notes you may be given prior to attending an event and that you are clear on your role. If you are not clear please check with the event organiser or your staff contact.

Whilst attending an event please be mindful of health and safety – your own health and safety and that of others around you. You must comply with all health and safety instructions given to you by the event organiser and by the charity.

Expenses for travelling to an event will be paid and depending on the event, expenses may be paid for refreshments and meals. If you are attending an event and are offered alcohol you should drink in moderation and responsibly.

You must not give any advice to members of the public on legal, medical or welfare issues. You can share your personal experience of prostate cancer but you should not give any medical advice that may influence someone's treatment choices.

You should not share your private telephone number, home or email address nor should you seek this information from members of the public

As a trained volunteer you should work within and represent our policies on key issues – which may from time to time differ from your own opinion.

You are responsible for exercising good judgment regarding appropriate use of Prostate Cancer UK resources in accordance with Prostate Cancer UK policies, standards, and guidelines. Prostate Cancer UK resources may not be used for any unlawful or prohibited purpose.

Concerns about a volunteer's conduct or performance

Another volunteer, a service user, a staff member or a member of the public may raise concerns about the work of a volunteer. Anonymous complaints are not considered.

These concerns may relate to:

- Legal compliance: a data protection violation
- Capability: a volunteer's ability to undertake the role
- Performance: how well a volunteer is performing the role
- Conduct: behaviour when taking part in volunteering.

If there are concerns about a volunteer's behaviour or performance, the matter will be discussed informally by the staff member who manages the volunteer in their role. This

discussion is intended to establish facts so the staff member can decide whether further action is necessary. The staff member will notify the Volunteer Engagement Team Leader. If the evidence shows that the volunteer's behaviour or performance does not meet the standards expected, the staff member and volunteer will agree steps to address this. These may include additional training or mentoring. Notes will be made of any discussion, and volunteers will be provided with copies of the notes. A date will be set within six months when the volunteer's performance will be reviewed.

If the performance has not reached the required standard by the date of the review meeting, the staff member will consider whether further training, support and supervision should be provided. Alternatively, the volunteer may be invited to explore other volunteering opportunities or be asked to stop volunteering.

If the volunteer is dissatisfied with this process he or she may use the appeals procedure.

Serious misconduct

If there is concern that a volunteer may have behaved in such a way that constitutes serious misconduct the staff member will immediately investigate the matter and will discuss this with the volunteer. The staff member will notify the Volunteer Engagement Team Leader who can offer advice. Any decisions or actions will be documented and a copy given to the volunteer.

It may be appropriate to ask the volunteer to stop volunteering until the investigation is complete and this decision will be made by the staff member with the Volunteer Engagement Team Leader. Any decision will be conveyed in writing within 14 days.

If it transpires that a volunteer has behaved in such a way that threatens the organisation's work or reputation; threatens people connected with the organisation or members of the public, or destroys the organisation's necessary relationship of trust with a volunteer then the volunteer will be asked to stop volunteering with immediate effect. A written report will be kept on the volunteer's file and a copy will be passed to the volunteer.

If the volunteer is dissatisfied with this process they may use the appeals procedure.

Volunteer appeals procedure

Volunteers may appeal against any decision to end their involvement with Prostate Cancer UK.

A volunteer who wishes to appeal should notify Caroline Mark, Head of Volunteer Engagement in writing within 10 working days of the date of the letter informing them of the decision. The volunteer's appeal letter must specify the issues which the volunteer wishes to appeal or contest.

The Head of Volunteer Engagement will consider the appeal with the Associate Director of People and Facilities and may consult further on the issue. They may request a meeting or telephone call with the volunteer as soon as is reasonably practicable. The volunteer will be given at least five working days notice, and may be accompanied by a fellow volunteer or a colleague employed by Prostate Cancer UK during the meeting and will be provided with copies of the notes of the meeting or telephone call.

The decision will be sent in writing to the volunteer within 14 working days and this decision will be final.

REVIEW HISTORY		
Name	Role/Position	Date approved
Caroline Mark	Head of Volunteer Engagement	Version Two Reviewed: October 2017
Caroline Mark	Head of Volunteer Engagement	Version Three Reviewed: May 2018