

Volunteer Code of Conduct

WHAT VOLUNTEERS CAN EXPECT FROM TEENAGE CANCER TRUST

We are committed to ensuring that volunteers receive the best experience with us, where they feel valued. In order to achieve this, we will:

- Share volunteering opportunities in our quarterly e-newsletter and webpages to provide a fair and transparent application process.
- Provide clear role descriptions and briefings that outline responsibilities.
- Match the skills and experiences of volunteers with the most appropriate roles, taking into account volunteer motivations and aspirations.
- Offer appropriate information, induction and support for volunteers.
- Provide policies and procedures to facilitate a framework for volunteering in keeping with our values and ways of working.
- Be welcoming and inclusive to provide a positive environment for volunteering and treat volunteers with respect and appreciation.
- Uphold equal opportunities for all volunteers and welcome diversity
- Celebrate volunteer successes and contributions.
- Listen to volunteer concerns and offer constructive and timely feedback and resolutions where appropriate.
- Store and handle any volunteer data in line with GDPR and our privacy policy.
- Reimburse expenses in line with our volunteer expenses policy.
- Update stakeholders on how volunteers' contributions have made an impact.



WHAT TEENAGE CANCER TRUST EXPECTS OF VOLUNTEERS

We are aiming to reach and support all young people diagnosed with cancer. In order to do this, we expect high standards from all our staff and volunteers. We trust our volunteers to:

- Be proactive in reading the volunteer e-newsletter, volunteering emails and our online opportunities pages to find local volunteering opportunities.
- Support our aims and values and be a positive advocate for Teenage Cancer Trust.
- Consider and uphold Teenage Cancer Trust's good reputation in actions and conduct; acting responsibly and professionally.



TEENAGE CANCER TRUST VOLUNTEER

- Always treat Teenage Cancer Trust staff, fellow volunteers and supporters with respect.
- Ensure professional and appropriate boundaries are maintained at all times with staff, fellow volunteers, supporters and young people
- Follow Teenage Cancer Trust's policies, guidelines and management decisions.
- Raise any concerns with staff in a constructive and solution-focussed way and escalate concerns as per our policies and guidance
- Honour volunteer commitments and provide as much notice as possible if they need to cancel for any reason.
- Not drink alcohol or smoke while volunteering or in uniform or be under the influence of alcohol or substances while volunteering.
- Not speak on behalf of the charity without prior approval in person or online.

