

As a volunteer for Outreach Angels your primary goal is to provide appropriate services & support for the homeless who access the support Outreach Angels provide. In doing so as a volunteer you must observe & comply with the Code of Conduct set out in this document. If a situation is questionable, consult the management of Outreach Angels, any violation of this code is grounds for termination.

1. Volunteers shall treat other volunteers, representatives from collaborating agencies & service users with respect, courtesy & fairness be non-discriminatory at all times.
2. Volunteers shall safeguard everybody's right to confidentiality within the limits of the law.
3. Volunteers will discuss any suspicion of abuse with management immediately.
4. Volunteers adhere to the organisations rules, procedures & standards, including health & safety procedures & its equal opportunities policy to other volunteers & service users.
5. Volunteers should report any conflicts immediately to the nominated persons & work with management to ensure these are resolved in a fair & just manner.
6. No volunteer shall be under the influence of alcohol or substances, if they are believed to be so their volunteering will be terminated immediately.
7. Volunteers should remain clear & professional boundaries at all times with other volunteers & service users & refrain from establishing any romantic relationships whilst in their role & will alert management with any exceptional circumstances.
8. Volunteers should not offer money or gifts to service users & other volunteers unless agreed with management in order to honour boundaries & protect themselves.
9. Volunteers will maintain the confidential information of the organisation & its services users.
10. Volunteers should report any personal complaints or procedures to management & complete a report form then work with management to deal with this appropriately.