

Volunteer Code of Conduct

Volunteers are at the heart of Worcester Students' Union, this Volunteer code of conduct sets out what you can expect from us, and what we hope from you.

This is the students' unions expectation of how you work with others within the union, the university (including other volunteers and staff) and the community. These rules and policies are expected to be followed by all Worcester students' Union Volunteers.

As a Worcester Students' Union volunteer we expect you:

- To treat others with respect and courtesy
- To be reliable and honest
- To perform in your volunteering role to the best of your ability
- To undertake the responsibilities outlined in your volunteer role description
- To be responsible and accountable in the way you perform your role
- To make sure you follow policies and procedures and re-read them from time to time as they may be amended
- To respond to Students' Union or community providers emails within a reasonable timeframe
- To let us know of any problems or difficulties you experience during your volunteering role
- To attend training provided for your volunteering role
- To complete the relevant feedback forms etc. when asked of you
- To attend on time, or to give at least 24 hours' notice if you need to cancel. (If you are unable to continue volunteering make the relevant staff member aware of this as soon as possible)
- To ask for advice and help when necessary, or something is not clear
- To represent Worcester Students' Union in a positive way

Worcester Students' Union will:

- Provide insurance (or ensure our providers have appropriate insurance) for you and your activities, as long as you have followed procedures
- Treat you with respect and courtesy
- Support you throughout the process
- Provide training, support, and resources to help you conduct your volunteering role providing we have received enough notice
- Respond to your emails within a reasonable timeframe
- Investigate your complaints straight away, but if we can't we will keep you informed on how we are dealing with the problem
- Deliver any materials or support on time, as agreed with you

Your rights as Volunteers

- To know what is expected from you
- To be safe, valued and respected as an individual
- Not to be used in a place of staff or exploited in any way
- To have support and supervision
- To have your own level of commitment
- To have safe working conditions
- To have the necessary resources and training
- To be free from discrimination
- To be insured whilst volunteering
- To have your personal details to be treated as strictly confidential in line with relevant data protection legislation
- To have fun