

Code of Conduct

Volunteer

What can you expect from us?

Volunteers are at the heart of CSSC and we will do everything we can to make sure that your volunteer journey is an enjoyable and rewarding experience. Here is an overview of what you can expect while volunteering with us.

- We will always treat you with respect, consideration and appreciation.
- We will ensure that you know what is expected of you in your role.
- You will be given information and access to training, support and other appropriate resources necessary for your activities.
- We will make sure that you have a good understanding of what CSSC is and does.
- We will respect and treat you and all volunteers equally and fairly .
- We will ensure that all volunteers have safe working conditions and adequate insurance cover.
- We will reimburse all reasonable expenses incurred whilst volunteering for CSSC. We do not want you to be out of pocket.
- We will make sure that you know who to talk to if there are problems or difficulties.
- We recognise your valuable contribution and let you know how much we appreciate what you are doing for CSSC.

What can we expect from you?

We will always remember that you are a volunteer, working for CSSC in your own time and without payment, therefore we know we cannot make too many demands! However, as a CSSC volunteer, you are representing CSSC and there will be times when many people are relying on you.

To ensure that you get the most out of your role please try to do following:

- Always treat fellow volunteers, members and staff with respect, consideration and appreciation.
- Adhere to CSSC policies, procedures, guidance and standards at all times.
- Take part in relevant training and learning required for your role.
- Ask your Volunteer Team Leaders (VTL) for guidance if you don't understand your role.
- Respect confidentiality at all times and, if unsure, get advice before disclosing any information.
- Do not discriminate against, or exclude, anyone.

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