



SKILLS & VOLUNTEERING CYMRU (SVC)

Conduct Agreement

Conduct Agreement

SVC provides volunteers with great opportunities to gain experience, learn new skills and have fun. We also provide invaluable support to vulnerable and disadvantaged children and adults, who are incredibly grateful for the time and effort our volunteers give. We aim to maintain a high standard of the service we provide to our beneficiaries therefore we ask all volunteers to consider carefully the commitment they take on by signing up to SVC.

- Be committed to your project by turning up to sessions, being punctual and ensuring to tell your Volunteer Lead/ SVC staff member/ external contact if you are unable to make a session. A lack of commitment can be very harmful to both beneficiaries and the project as a whole.
- You are responsible for ensuring your attendance is being monitored e.g making sure your attendance card/ log book is signed each session or by signing the project register.
- Treat everyone with fairness and respect.
- Dress appropriately for your volunteering environment, and also be aware of the language you use - remember you are acting as a role model and representing SVC.
- DO NOT share any personal information (including social media invites) with beneficiaries and DO NOT arrange to meet beneficiaries outside of your project.
- Ensure you attend any necessary training or meetings for your project.
- Respect the confidentiality of the beneficiaries that you support. On some projects you may be privy to personal and confidential information about our beneficiaries. DO NOT discuss this information with family or friends. If you have any concerns or are worried about something then please talk to an SVC staff member.
- Maintain a duty of care to the beneficiaries you support by disclosing to SVC staff any information a beneficiary tells you that suggests that they are at risk of harm or abuse, following Child Protection and POVA procedures at all time.
- If you have any concerns or issues regarding your project, or don't feel it is right for you, please talk to your Lead Volunteer or an SVC staff member.
- Make yourself aware of all SVC's Policies and Procedures, and ensure you adhere to these (SVC's Policies and Procedures can be found in the SVC office or on our website - www.svcymru.org/pages/policies-and-procedures)