

KeshetUK Volunteer Code of Conduct

Policy Code	K17B
Drafted by	AmicaHR with updates from KeshetUK
Version	1
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Notes	Please note there is a Code of Conduct for Employees

KeshetUK's mission is to ensure that Jewish LGBT+ people and their families are included throughout Jewish life in the UK. Jewish LGBT+ people exist in all walks of life. KeshetUK aspires to work with all UK Jewish communities, including Liberal, Masorti, Orthodox and Reform, cross-communal and non-denominational organisations.

We work with Jewish schools, youth and young adult organisations, synagogues, and wider community organisations to become more inclusive of LGBT+ people through education and training.

Since becoming a registered charity in 2014, KeshetUK has worked hard to build strong relationships across the communities with which we work and are keen to preserve and develop these for mutual benefit.

Volunteers are central to KeshetUK's work. Whether a Jewish LGBT+ person or as an ally, each volunteer has their own reason for volunteering with us and each individual story or reason proves how important our work is. We want volunteering with KeshetUK to be a rewarding experience and we are committed to empowering each volunteer to succeed. We know that some volunteer opportunities can prove challenging, particularly those when personal stories or questions are shared, so we are give ongoing support and training to ensure volunteers are nurtured.

Based on KeshetUK's values as an organisation, our code of conduct sets out the standards of behaviour KeshetUK expects from all volunteers (there is a separate code for employees). This code of conduct outlines our expectations and brings greater clarity to our approach to work and the communities we serve. Rules and expectations in relation to the conduct of all volunteers are set out in this Code of Conduct and included are examples of what KeshetUK considers to be gross misconduct which could result in being removed from being a KeshetUK volunteer.

Volunteer behaviour

The following general standards are required by all Organisation volunteers:

- volunteers should behave in a respectful, professional and polite manner and ensure their behaviour does not breach the Equality Act 2010
- volunteers should uphold and further KeshetUK's positive public image at all times
- volunteers should comply with all reasonable instructions from KeshetUK staff and if they can't, to explain why not.
- KeshetUK's policies and procedures should be adhered to at all times.

Attendance and timekeeping

- We ask for all volunteers to arrive on time.
- Persistent lateness may mean we are no longer able to offer you volunteering opportunities.
- If you are going to be late, need to leave early, or are unable to attend, please let your KeshetUK contact (staff member or volunteer coordinator) know as soon as possible.

Communications

- Whilst volunteering please consider whether it's suitable to have your personal mobile device or other electronic on and being used, or if it should be off or on silent.
- Discretion should be exercised when using a personal mobile device (specifically when in a school setting or running a workshop or training session).
- In addition, it is forbidden for volunteers to:
 - give personal phone numbers or home phone numbers to our stakeholders or customers.
 - take pictures whilst volunteering including any of our stakeholders or young people without having had written consent from the stakeholder and checked with KeshetUK staff around requiring any consent forms.
- When visiting a stakeholder or customers, or when visiting other sites, you may be required to turn off your mobile phone, put it onto silent mode, or not have it visibly on show. We ask volunteers to observe any such requirements. However, to ensure everyone's safety, as with all delivery, a KeshetUK staff member should know where you are and when you are expecting the session to end. There should be a debrief or contact after a session with your KeshetUK team contact.

Representing KeshetUK

KeshetUK recognises that volunteers have chosen to spend their time volunteering with us. However, activities whether during or outside of volunteering with KeshetUK which result in adverse publicity to KeshetUK, or which cause us to question whether you are suitable to volunteer with KeshetUK may result in us being unable to offer you further volunteering opportunities. This would only happen following a conversation and will be considered carefully and thoroughly.

When attending any volunteer-related social function an appropriate standard of conduct is expected from all volunteers. This includes but is not limited to any festival related events (such as a Chanukah event, Pride etc), nights out, dinners or other social events with suppliers, customers, etc.

Volunteer-related social functions can be a great opportunity to celebrate and get to know our volunteers and staff better. However, it is important to remember that our policies on anti-harassment and bullying, personal harassment, disciplinary and equal opportunities apply fully at these events.

Email and internet use

If your volunteer role requires you to use KeshetUK technology, KeshetUK expects that the use of our IT equipment, phones and internet are solely for delivering your volunteer role. KeshetUK will not tolerate the use of these resources for unofficial or inappropriate purposes, including:

- communicating in ways that do not comply with data protection or GDPR legislation
- any messages that could constitute bullying, harassment or other detriment.
- accessing personal (e.g. non-KeshetUK) profiles on social networking sites such as Facebook using KeshetUK's equipment or during volunteering time without permission
- online gambling
- accessing or transmitting pornography
- accessing offensive, illegal, obscene or otherwise unacceptable material
- transmitting copyright-protected information and/or any software available to the user
- posting confidential information about employees and other volunteers, KeshetUK, its customers or suppliers.

Building personal relationships

Whilst you are encouraged to be friendly towards our stakeholders it is important that employees and volunteers are aware of and do not cross professional boundaries. Volunteers should maintain professionalism at all times and under no circumstances should become overfamiliar with stakeholders in a way that may be seen to disrupt the operations or reputation of the charity.

Volunteers who are found to have acted unprofessionally or inappropriately may be asked to stop volunteering for KeshetUK in line with KeshetUK procedures. We understand that within the Jewish community these boundaries can be complicated. If you are unsure, please check in with your KeshetUK team contact or the Executive Director.

Alcohol and recreational drugs

Use of recreational drugs and alcohol during working hours is not permitted. If a volunteer or employee is suspected of use during working hours, they may be subject to disciplinary action under KeshetUK's disciplinary policy. Please see the only exception for alcohol below.

Employees and volunteers must not be under the influence of recreational drugs or alcohol during working hours and must not support or influence others to use alcohol or recreational drugs. Employees or volunteers suspected of using or dealing drugs in the workplace will be reported to the police.

If you are at a KeshetUK or partner event and alcohol is being served (e.g., kiddush at a synagogue, social with drinks run by our office or a networking event), we understand that you may want to consume alcohol. In these cases, minimal consumption is permitted, but that must not impact your ability to volunteer and follow these guidelines in terms of behaviour and KeshetUK's expectations.

Health and safety

Any accidents, however minor they may appear, should be reported to a KeshetUK member of staff who will record it in KeshetUK's accident book as soon as possible.

Employees will support volunteers to be familiar with KeshetUK's health and safety policies and procedures, including the consequences of breaching these. It will then be the volunteer's responsibility for ensuring they are familiar with these policies and procedures.

If a volunteer is attending the premises of a third party or service user, with support from our employees, they are required to familiarise themselves with the applicable policies and procedures.

Breaching any health and safety rules may lead to disciplinary action. A breach may be considered gross misconduct which can result in summary termination of a contract.

Smoking

In accordance with the Health Act 2006, KeshetUK does not permit smoking in the workplace. KeshetUK promotes a working environment which is smoke-free, pleasant and healthy. This directive extends to the use of e-cigarettes or similar devices.

Bribery

Bribery is, in the conduct of KeshetUK's business, the offering or accepting of any gift, loan, payment, reward or advantage for personal gain as an encouragement to do something which is dishonest, illegal or a breach of trust. Bribery is a criminal offence. No gift should be given, nor hospitality offered by volunteers or employees to any party in connection with KeshetUK's business without receiving prior written approval from the volunteer's supervisor or employee's line manager.

Volunteers and employees will face disciplinary action if it is discovered that they have accepted, offered or given any bribe, which could include termination of your volunteering arrangements on the grounds of gross misconduct. Accepting a bribe also carries separate criminal liabilities for the volunteer or employee personally, and for KeshetUK.

Confidentiality

Information gained during the course of your volunteering is considered confidential, both for the duration of your volunteering and post. Particularly around what individuals have shared in a session and the name of the organisation (unless the organisation has given express written permission to be publicly acknowledged). Volunteers are expected to keep this information confidential, unless required to disclose it by law.

The themes and general content of our sessions are not confidential (e.g. you can say you have been running sessions on role modelling, hate crime, by stander and allyship etc). If you aren't sure whether you can share something, please check in with your KeshetUK contact or anyone relevant to the piece of information.

Volunteering with other organisations similar to or linked to KeshetUK

Volunteers are able to volunteer with any other organisation and many of our volunteers do. Please note both the confidentiality point above, as well remembering that KeshetUK retains full copyright over our training/workshop content. Please check with your KeshetUK staff contact if you feel there are any issues or if you'd like to use any KeshetUK content outside of a KeshetUK session.

Clothing

As employees and volunteers are liable to come into contact with clients, customers or members of the public, it is important that you present yourself in a way that is expected for the setting that you are in.

If you have any questions around what is suitable, please check with a KeshetUK staff member. In some spaces we support these expectations may not always be clear and so feel free to check and we will guide you with what would be appropriate as far as reasonably possible.

Property and equipment

Please ensure that you take care when using KeshetUK's equipment and property. Volunteers who cause any damage to KeshetUK's property through misuse, recklessness or carelessness may be required to reimburse KeshetUK for the cost of repair or replacement.

When a volunteer stops volunteering for KeshetUK, they should return all Organisation property, including IT equipment, stationary, mobile phones or tablets, and any other items belonging to KeshetUK that have been provided to them during their time volunteering with us.

Personal property

KeshetUK is not responsible for the loss, theft or damage to any personal property brought by employees or volunteers on to KeshetUK's premises.

Volunteers are responsible for the security and safety of their personal possessions at all times.

Lost property should be handed to a KeshetUK staff member if found.

Searches

If a significant concern is raised, KeshetUK may require searches to be conducted of volunteers, by authorised persons. KeshetUK may reasonably request to search volunteer's person, clothing, bags, lockers or vehicles.

KeshetUK's authorised person will conduct the search with an independent witness also in attendance. If an employee or volunteer refuses to permit such a search, the appropriate authorities may be contacted to carry out the search on behalf of KeshetUK.

Failure to permit to a search may lead to you being asked to not volunteer for KeshetUK, or the suitable authorities (such as local authority, social services or the police) being notified if suspected activity is in breach of our safeguarding policies.

Environment

KeshetUK aims to keep use of consumables to a minimum by promoting the effective and efficient usage of equipment, facilities, supplies and services.

Volunteers and employees should make every effort to reduce wastage, turn off excessive lights or heating/cooling equipment, use water resources appropriately and switch off any electronic equipment which is not in use.

Breaches

Breaches of the KeshetUK's code of conduct are likely to be regarded as an act of misconduct to be addressed under KeshetUK's disciplinary procedure. Some of the above sections indicate the level of offence that could occur if breaches are found.

Gross misconduct

The following offences are examples of gross misconduct:

- unauthorised use of KeshetUK's assets and equipment
- insubordination e.g., refusal to carry out duties or obey reasonable instructions, except where employee/volunteer safety may reasonably be in jeopardy
- intentional sexual harassment, harassment, bullying
- serious breach of rules, policies or procedures, especially those designed to ensure safe operation including but not limited to, GDPR legislation or Equality Act (2010)
- divulging or misusing confidential information
- theft or unauthorised possession of any property or facilities of KeshetUK or of any possessions owned by an employee/volunteer of KeshetUK
- consumption of alcohol or drugs, or intoxication by reason of alcohol or drugs, which could affect work performance in any way or have an impact on other volunteers and employees
- having illegal drugs in the possession, custody or control of the volunteer/employee while at work or on KeshetUK's premises
- defrauding or attempting to defraud KeshetUK, its customers, suppliers or fellow volunteers and employees
- unauthorised or inappropriate use of email, internet and/or computer systems
- falsification of any KeshetUK records including reports, accounts, expenses claims or self-certification forms
- serious damage to KeshetUK property
- violent, dangerous or intimidatory conduct
- bringing unauthorised person(s) onto KeshetUK premises
- conviction of any criminal offence which may render the employee/volunteer unsuitable for the role
- serious abuse of time-keeping and attendance procedures
- failure to follow KeshetUK's standard operating procedure(s).

Appendix 1:

KeshetUK Volunteer Agreement:

For your information, this is the agreement you signed in the KeshetUK Volunteer Handbook:

KeshetUK agrees to:

1. To provide information about organisational practice i.e. policy and procedure
2. To provide induction support, mentoring and training
3. To provide regular structured supervision on tasks
4. To offer continued training mentoring and development
5. To ensure that volunteers are adequately and appropriately insured
6. To ensure that out of pocket expenses are reimbursed
7. To adhere to equal opportunities policy when dealing with volunteers
8. To make every reasonable effort to accommodate any additional needs of volunteers
9. To actively involve volunteers in the growth of KeshetUK's programme and it's projects.

Signed on behalf of KeshetUK:

Print Name:

Date:

Volunteer agrees to:

1. To behave in a way that represents KeshetUK appropriately while conducting business or activities in its name.
2. To act in KeshetUK's best interests.
3. To attend at the time agreed.
4. To read and adhere to all of the relevant policy and procedures that will be provided for you in your induction.
5. To attend training, mentoring and supervision.
6. To attend engagement workshops.
7. To let KeshetUK know, with as much notice as possible, if you plan to leave.
8. To not accept gifts or hospitality that may be seen to influence KeshetUK.
9. To tell KeshetUK if you have any conflicting interests.
10. To not use drugs, alcohol or other intoxicating substances when you are volunteering with KeshetUK.
11. To work cooperatively and collaboratively with others.

Signed:

Print Name:

Date: