



Volunteer and Involvement

Code of Conduct Handbook

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Champions Show the Way BDCFT
Volunteer with BDCFT



Welcome

As Chair of Bradford District Care NHS Foundation Trust, I would like to warmly welcome you to the Trust and thank you for volunteering your time. I hope that this is a positive and enriching experience for both you and the Trust.

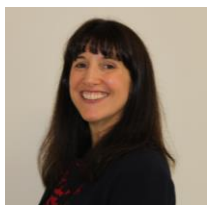
This Handbook provides you with a guide to what is expected whilst undertaking your role. The Code of Conduct is a condition of your involvement with the Care Trust, and by working within the guidelines of the Code you will be contributing significantly to the success of our organisation in delivering quality care and support to our service users and their carers.

As a Board of Directors, we recognise that volunteering and involvement is a two-way process which benefits service users and the organisation. We have a strong and formal commitment to volunteering and involvement in our organisation, especially because volunteering and involvement can have a positive impact on your individual wellbeing.

As an organisation we promote our Trust Values and expect everyone who works with us, in whatever capacity, to keep our values at the heart of what they do. We Care. We Listen. We Deliver.

I hope this Code is helpful to you in your role and thank you once again for becoming part of Bradford District Care NHS Foundation Trust.

Cathy Elliott, Chair



Key Contacts

To make sure you have all the support you need these are the key contacts you might need;

Volunteering Team

- 01274 322662
- volunteer@bdct.nhs.uk

Patient Experience and Involvement Team

- 01274 228298
- involve@bdct.nhs.uk

Champions Show the Way

- 01274 321911
- champion@bdct.nhs.uk

Phones are manned during normal office hours Monday to Friday, please leave a message and someone will get back to you as soon as possible.

Please make a note of any other contacts which may be useful to you.

Name of Service/Department	
Name	
Telephone Number	
Email Address	

If you have any concerns, wish to make a complaint or share a compliment, you can contact your local service manager or the Volunteer or Patient Experience & Involvement Lead on the numbers above.

If you have any concerns you wish to raise but feel unable to talk to a manager you can contact the Freedom to Speak Up Guardian on 07720342763 or email raising.concerns@bdct.nhs.uk

Holidays and Absence

If you are planning or need to take some time off from your volunteer or involvement role, please give as much notice as possible so that the team can plan for this.

If you are ill or have an emergency and are not able to attend at short notice, please contact your Volunteer Supervisor or the Patient Experience and Involvement Team as soon as you can to let them know you will not be attending.

If you do not attend your volunteering role on three or more occasions in a row without letting your Volunteer Supervisor know, the Volunteer Coordinator will contact you to talk about the reasons for this and offer support so you continue volunteering. If appropriate, you may be asked to leave this specific role or stop volunteering for BDCFT.

Performance Issues/ Inappropriate Behaviours

We will attempt to resolve any issues or conflict fairly. In such cases, the relevant Manager, Patient Experience & Involvement Lead or Charity & Volunteer Lead will talk to you about their concerns. The aim will be to find a solution to any problems or issues in a quick and professional manner. If there are issues related to your ability to do your role, we will work with you to identify any training or support that may improve how you do your role or find you a new more appropriate role. However, ongoing issues may result in your role with the Trust being ended. If you are involved in any formal complaint or grievance process you will be allocated a link person who will provide support during the process. Anyone who exhibits poor behaviours that are not in line with the Trust Values as outlined in this booklet, and does not respond to supportive attempts by the Trust to change these may be asked to leave this and other roles within the Trust.

Introduction

Bradford District Care NHS Foundation Trust understands that a positive working relationship is key to successful volunteering and involvement roles. This handbook sets out expectations and responsibilities to ensure that volunteering, or being involved with the Trust, is a positive experience.

We aim to be 'the best place to work' and as such place high emphasis on positive behaviours and relationships within the workplace. This includes Volunteers and Involvement people who take part in involvement activities. This booklet forms part of your induction for your role and we strongly encourage you to spend some time reading it. Much of this will be common sense, but it sets out a minimum standard which we should all aim to achieve. We welcome any questions you have about what is outlined here.



Vision and Values



Our Purpose, Vision and Values drive everything we do to ensure we are creating better lives, together.

Everyone who volunteers or is involved with the Trust is expected to behave in a professional manner in line with our values.



We Care



We Listen



We Deliver

The following pages set out the behaviours we expect.

The 6Cs

Within BDCFT, we follow the **6Cs** principles. We ask that anyone involved or volunteering with the Trust considers these in their roles.

1. Care

Care defines us and our work. People receiving care expect it to be right for them constantly throughout every stage of their life.

2. Compassion

Compassion is how care is given through relationships based on empathy, respect, kindness and dignity and is central to how people experience their care.

3. Competence

Competence means all those in caring roles must have the ability to understand an individual's health and social needs and the expertise to deliver best care.

4. Communication

Communication is key to ensuring that patients, families, carers and other professionals involved are aware of care and treatment. They rely on being given accurate, timely information in a way in which they can understand.

5. Courage

Courage enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength to embrace new ways of working.

6. Commitment

Commitment to our patients is at the heart of everything we do, and ensures we are providing the best possible care and experience for our patients

The **6C's** and **Hello My Name is** are two national initiatives that Bradford District Care NHS Foundation Trust support, we ask everyone who works with us to embrace these values in the work they do.

#hello my name is...

Hello my Name is, is the legacy of Dr Kate Granger MBE who sadly passed away in July 2016. During her journey as a cancer patient she realised the value of everyone involved in her care introducing themselves to her, from the consultant to the porter. Please watch this short film to find out more about Hello My Name is and why it is important in your role.

<https://www.youtube.com/watch?v=5XWoJZ4H9ns&t=217s>



We Care

- Be polite and courteous always.
- Recognise differences but treat people equally.
- Avoid inappropriate language – no swearing, rude or discriminatory language.
- Bullying including physical violence, threats, shouting, criticism, in appropriate comments or jokes centred on service users and others will not be tolerated.



We Listen

- If you have any concerns about your role, please talk to your supervisor, the Volunteer team or Patient Experience and Involvement team.
- If positive feedback is received about you and the role you are doing this will be shared and celebrated.
- If you have ideas that could improve your role, please talk to your supervisor.
- We will offer you fair, honest and open feedback about your volunteering or involvement role.



We Deliver

- We will respect your skills, knowledge and experience.
- You will perform your role to the best of your ability.
- We will provide relevant training, support and information for you to carry out your role.
- You will attend all training relevant for the role.
- We will communicate with you and keep you informed of any changes.
- You will not perform tasks which are outside of your volunteer or involvement role description without seeking approval from the service manager, Volunteer or Patient Experience and Involvement team.
- We will provide support and supervision.
- You will share relevant information you receive through your role with the appropriate staff.
- We will provide a safe work environment.
- You will follow Health and Safety Rules
- We will only contact you around your volunteering or involvement role and we will not share your details with anyone else. If we do not hear back from you your information will be removed from our files after 2 years.
- You will respect and always uphold confidentiality
- If you make a commitment, please stick to it – if you can't please speak to a member of staff as soon as you can.
- Wear appropriate clothing and be aware of personal hygiene – if unsure ask.
- Alcohol and illicit drugs should not be consumed while undertaking your role with the Trust.

- Do not lend or ask to borrow money, property or other items from service users, carers, staff.
- Do not accept any gifts from service users or their friends or relatives.
- Do not use mobile phones unless necessary or use Trust Telephones for personal calls.

