



## Mana Charity Volunteer and Staff Code of Conduct

This Code of Conduct sets out the standards of behaviour expected from all staff, facilitators, and volunteers representing Mana Charity. It ensures that everyone acts with professionalism, integrity and respect, creating a safe and inclusive environment for participants, carers and colleagues.

Mana Charity's work involves supporting adults with disabilities. It is therefore essential that every team member upholds the highest standards of safeguarding, confidentiality and inclusive practice.

### Our Values

All staff and volunteers are expected to demonstrate Mana Charity's core values in everything they do:

- **Respect** - Treat every individual with dignity, kindness and understanding.



- **Integrity** - Be honest, transparent and accountable for your actions.
- **Inclusion** - Welcome and value diversity; promote equity and accessibility.
- **Safety** - Prioritise the wellbeing and protection of all participants.
- **Empowerment** - Support participants to build confidence, independence and self-expression.

## Professional Conduct

- Always act in the best interests of participants and the organisation.
- Maintain professional boundaries - never form inappropriate or overly personal relationships.
- Be punctual, reliable and committed to your role.
- Avoid behaviour that could bring Mana Charity into disrepute.
- Report any conflicts of interest to your line manager or programme lead.



## **Safeguarding & Participant Welfare**

- Understand and follow Mana Charity's Safeguarding Policy at all times.
- Immediately report any safeguarding concerns, suspicions, or disclosures to the Designated Safeguarding Lead (DSL).
- Never promise confidentiality if someone discloses information about harm or abuse.
- Maintain appropriate physical and emotional boundaries with participants.
- Do not share personal contact details or connect with participants via personal social media.

## **Confidentiality and Data Protection**

- Respect participants' privacy and handle all personal information sensitively.
- Comply with Mana Charity's Confidentiality and Data Protection (GDPR) policies.



- Do not discuss participants outside of professional contexts.

Keep documents, notes and digital files secure at all times.

## **Equity, Diversity and Inclusion (EDI)**

- Treat everyone fairly and without discrimination.
- Challenge discriminatory or prejudiced behaviour.
- Make reasonable adjustments to support accessibility and inclusion.

Respect cultural, linguistic, religious and personal differences.

## **Communication and Behaviour**

- Use clear, inclusive and respectful language.
- Avoid jargon and use easy-read or visual communication when needed.
- Promote a positive, encouraging and person-centred environment.
- Never use threatening, aggressive or demeaning language or behaviour.



## **Health and Safety**

- Follow Mana Charity's Health and Safety Policy and all site-specific safety procedures.
- Conduct safety checks before sessions begin (equipment, room layout, accessibility).
- Report any accidents, hazards or near-misses immediately.
- Do not undertake tasks beyond your training or capability.

## **Substance Use and Professional Boundaries**

- Do not attend work or volunteer duties under the influence of alcohol or drugs.
- Avoid giving or accepting gifts or money from participants unless approved by management.
- Always maintain a professional distance.

## **Social Media and Public Representation**

- Do not post identifiable images or information about participants on personal accounts.



- Only share approved content through official Mana Charity channels.
- Be mindful that you represent the organisation in person and online.

## **Whistleblowing and Reporting Concerns**

- You have a duty to report any wrongdoing, misconduct or unsafe practice.
- Mana Charity has a Whistleblowing Policy to protect staff and volunteers who raise genuine concerns in good faith.
- All concerns are handled confidentially and without retaliation.

## **Breaches of Conduct**

Breaches of this Code may result in:

- Verbal or written warnings
- Suspension or termination of employment/volunteer placement
- Referral to relevant authorities in cases of misconduct or safeguarding concerns

## **Acknowledgement**



All staff and volunteers are required to:

- Read and understand this Code of Conduct
- Sign a Code of Conduct Agreement Form prior to starting their role
- Participate in ongoing training and reflective practice sessions

**Signed:**

Board of Trustees

A handwritten signature in black ink, appearing to read "Ehyland".

Emily Hyland

A handwritten signature in black ink, appearing to read "A Stalker".

Alexandra Stalker

A handwritten signature in black ink, appearing to read "R Forster".

Rachel Forster