

Code of Conduct for Volunteer Support Practitioner

As a Family Crisis Support volunteer it is important to us at Twins Trust that you retain a healthy balance between volunteering for a family and your life away from supporting these families. The code of conduct is in place to ensure your safety and wellbeing along with that of our families.

The code must be followed at all times when you are supporting a family either at their home or through telephone and email support and continues after your role has finished.

- Do not share personal family details including names, phone numbers or addresses with anyone other than a member of the Family Crisis Support team
- Consider withholding your number when you contact a Family Crisis Support family as to retain your privacy by not sharing your mobile number with them.
- The relationship you have with the family shall remain professional at all times.
- You may become friendly with a family you have supported however this relationship should remain private and follow our social media and sharing policy.
- If you have any concerns around safeguarding, they must be reported **immediately** to Louise Bowman who is the Designated Safeguarding Officer for Twins Trust (or Helen Regan, Deputy DSO). Follow the Family Crisis Support safeguarding flow chart for the reporting procedure.
- We ask that you politely decline any requests from a previous Family Crisis Support family for further support once your volunteering role has finished and/or the case has been closed. Pass on the contact details for the Twins Trust support team to these families where we can help them further.
- Do not allow your mobile phone number or email address to be passed on to any third party families by a family who you have supported through Family Crisis Support. If a family you have helped informs you of another family who need support, please direct them to the Family Crisis Support/Family Support Service application form on the Twins Trust website.
- Actively promote Twins Trust and the work we carry out by sharing our resources of support such as: factsheets and booklets, Twinline our freephone listening service, AskTwinline our email service, online support groups and the benefits of becoming a Twins Trust member.

Please note that as Qualified Norland Nannies you must also adhere to the [Norland Code of Professional Responsibilities](#) at all times – [click here to read it.](#)

Failure to comply with this policy may mean that your participation as a Family Crisis Support volunteer will be stopped.

