



Kilkenny Volunteer Centre

Ionad d'Obair Dheonach Cill Chainnigh

WHAT TO DO / WHAT NOT TO DO WHEN VOLUNTEERING



DO

- **Be professional, friendly, helpful, and respectful at all times**

When volunteering, all volunteers are expected to at all times behave in a courteous manner and maintain a respectful attitude to their volunteer manager, their fellow volunteers, beneficiaries and everyone they encounter while volunteering.

- **Be calm and polite when dealing with difficult situations or people**

While most people you will meet during your time volunteering will be courteous, there is a possibility you might encounter a difficult situation.

If you are faced with such a situation when volunteering, stay calm, keep your speaking tone and volume neutral, listen and let the person talk, ask "how can I help you?" and be professional and sensitive at all times.

Notify your volunteer manager if you encounter any such difficult situations.

- **Be reliable and punctual for your shift**

If you are late or don't show up for your shift, the chances are that somebody else will have to fill in for you so it is important to be punctual and honour the time commitment you have given.

- **Provide sufficient notice if unavailable**

We understand that things can happen unexpectedly that might mean you cannot attend your volunteering shift. However, if you do know that you will be unable to attend, please notify your volunteer manager who can then arrange for extra cover.

- **Respond to communications from your volunteer manager and host organisation**

When you receive a message from your volunteer manager, it is important to respond to their communications.

- **Be respectful of diversity and cultural differences**

Kilkenny welcomes people from all groups and backgrounds so when you volunteer, you must treat everybody with respect and dignity.

WHAT TO DO / WHAT NOT TO DO WHEN VOLUNTEERING

DON'T



- **Don't over-commit – set boundaries for yourself**

Volunteering can be so rewarding that you are tempted to take on more than you planned and this can lead to feelings of resentment and burn-out which can have a negative impact on everyone in your life.

- **Don't stay in a role or with an organisation that isn't meeting your needs too**

If you are not enjoying the experience, give your host organisation sufficient notice and find another organisation to support that better aligns with your values and goals for your volunteering.

- **Don't carry out a task you are uncomfortable with**

If you are asked by your host organisation to carry out a task that makes you uncomfortable, you can say no.

- **Don't attend your volunteering shift under the influence of drugs or alcohol**

Such situations will be treated very seriously and will result in you being dismissed from your volunteering position.

- **Don't share personal information about service users or beneficiaries**

As a volunteer, you will be expected to observe confidentiality and not discuss or share anybody's personal information outside of your volunteering role.

- **Don't behave in an unprofessional, disrespectful or discourteous manner**

A professional attitude in which the role comes first is expected and professional courtesy must be shown at all times.

Dominant, aggressive, impolite and disrespectful behaviour and /or sexual harassment will not be tolerated and will result in you being asked to leave your volunteering role.

- **Don't forget – when you are volunteering, you are representing your organisation**

Therefore you must conduct yourself in a way that models the ethos and values of the organisation where you choose to volunteer.