

# Bright Horizons Volunteer Code of Ethics

**As a volunteer, I realize I am subject to a code of ethics similar to that which binds the professionals in the field in which I work. Like them, I assume certain responsibilities and expect I will have to account for what I do.**

- I believe my attitude towards volunteer work should be professional. I believe I have an obligation to my work, to those who direct it, to my colleagues, clients, and public.
- I interpret “volunteer” to mean I have agreed to work without financial compensation, however, will work according to standards just as the paid staff are expected to do this.
- I realize I must live up to my commitment to being a volunteer and will be careful that my agreement is specific and clear so it is not misunderstood.
- I realize I may have assets that my co-workers do not have and shall use these assets to enrich the project we are working on. I also realize I may lack some assets my co-workers have and will learn from them.
- I promise to be open-minded and willing to explore my own attitudes and feelings.

## **Regarding the interaction between Bright Horizons clients and myself:**

- I will keep all confidential matters confidential. If I am not sure what is considered confidential, I will ask my supervisor.
- I will respect the client, their feelings, and their needs.
- I will consult with supervisors about clients in a private manner and in a private place. I will not discuss the clients' interaction with me with another volunteer, unless I deem it necessary. For example, to help another volunteer do a better job with the client.
- If there are any problems with my duties or a client, I will direct it to the Volunteer Coordinator. If the Volunteer Coordinator is unavailable, I will direct my questions or problem to the Program Director.
- I realize how important careful documentation of any and all work or services provided by myself is. I will turn in documents in a timely manner.
- I recognize the worth and dignity of all human beings, regardless of race, color, religion, age, sex, choice of lifestyle, or national ancestry.
- I will allow my clients to make their own decisions regarding their course of action, decisions, regarding their lifestyle. I commit myself to helping my clients gain power over their own lives.
- I will respect the client's rights to evaluate the usefulness of Bright Horizons' services.
- I believe and understand that victims are not responsible for the abuse, that perpetrators should be held responsible for their victimization or for the violence, and that I will believe the client's story.

## **I must realize the following with regard to my commitment to Bright Horizons as a volunteer:**

- I hold myself responsible for the quality and extent of the work I perform.
- I will recognize my limitations as a volunteer and I will take care of myself!

# Volunteer Job Descriptions

## **Crisis Line Advocate:**

The crisis line Volunteer will be trained to answer crisis calls during non-business hours. The Volunteer will also be trained to provide adequate advocacy to survivors or victims of domestic violence and sexual assault.

## **Donations Organizer:**

The Volunteer will manage the receipt, inventory, organization, display, and dispensation of donated property.

## **Housekeeping Assistance:**

The Volunteer will provide housekeeping assistance, such as cleaning at the Bright Horizons' business office and/or shelter facility.

## **Office Assistant:**

The Volunteer will assist in filing, answering phones, and preparation of bulk mailings and other various office duties.

## **Outreach Assistant:**

The Volunteer will assist with public awareness, education, and outreach.

## **Shelter Maintenance:**

The Volunteer will provide maintenance duties as needed.

## **Children's Support Group Assistant:**

The Volunteer will assist in the facilitation of children's support group.

## **Translator:**

The Volunteer will assist in the provision of advocacy services to survivors or victims of domestic violence and sexual assault by translating spoken and written words between Bright Horizons' clients and advocates.

## **Transportation Aide:**

The Volunteer will provide transportation to domestic violence and sexual assault survivors and their children.

**Court Watch:** Attend court with a staff member to support clients through court hearings.