

PROFESSIONAL BOUNDARIES POLICY

Introduction

As an organisation, Portland Foodbank (PFB) believes that it is responsible not only to our community but also to God, for the way in which its work is carried out. The general principles of transparency, accountability and good loving stewardship, guide all the actions of trustees and volunteers because we believe that trust is a core value we want to maintain and enhance.

Portland Foodbank takes seriously its responsibilities for the protection of its volunteers and clients. All volunteers need to recognise the potential for the boundaries between their work with the PFB, and their private lives to be compromised. Volunteers are therefore asked to agree to work within the following guidelines:

Specific guidelines

1. The personal phone numbers and addresses of volunteers must not be given to any clients. Any other personal information about volunteers that is not genuinely required in order for the service to be delivered, must not be given to clients. (see confidentiality policy)
2. Volunteers should avoid meeting clients outside of work unless it has been agreed with the manager and there are guidelines put in place in order to protect the volunteer. This may not be avoidable where the client attends the same church or social activity, but discretion is required to protect the anonymity of the client if that is their wish, and the private life of the volunteers.
3. Individual volunteers should be never give or lend money to clients.
4. Promises for guarding the PFB or other agencies should not be made to clients.
5. Conflicts of interest should be declared to a manager as early as possible if they should start to develop, for the protection of volunteers and the organisation.
6. In a small community such as Portland, it is recognised that there is more potential than usual for conflicts to arise and the potential for boundaries to be compromised. PFB will offer solidarity and support when necessary, should any volunteer get into difficulties - the welfare of volunteers will be held above the interest of clients.

7. Any misappropriation of food or funds will result in instant dismissal for volunteer responsible, assisting, or failing to report any name dishonesty. Any allegations will be robustly investigated and appropriate action taken
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