



Working together with volunteers



A Christian Aid
volunteer having fun
at Greenbelt Festival.

At Christian Aid, we're committed to working in partnership with you and many communities across Britain and Ireland to end poverty and injustice.

You play a vital role

As a volunteer with us, you're the face of Christian Aid in your local community. Whether you organise collections in your own church, or work with other local churches to fundraise and campaign against global injustice, you're playing a vital role to encourage others to support Christian Aid and create a fairer world.

We are committed to supporting you in your role, so you know who to contact for help or information. These guidelines aim to clarify how we can help each other, as we live out our Christian calling to work for justice in the world.

We'll help you by:

- responding to your enquiries promptly
- providing information and resources
- sending regular information packs and emails
- contacting you by phone, email, or face-to-face
- organising events to learn more about Christian Aid and our partners
- providing advice on running events, including health and safety, data protection, insurance, and safeguarding
- giving guidance on how to bank, handle and record all matters relating to finance
- welcoming and responding to your feedback
- complying with data protection laws in the use and storage of data
- if you are part of a group, we will share updates with your group organiser.

You can help us by:

- sharing and representing Christian Aid's aims and values
- supporting Christian Aid in your church or area by sharing resources, initiating and promoting events, and encouraging all to be involved
- if you are part of a group, working with and supporting other local churches
- being willing to receive communications relevant to your role
- giving feedback to staff, sharing ideas and making suggestions
- contacting Christian Aid for enquiries and to report problems
- complying with good practice when running events, taking into consideration health and safety, data protection, insurance, finance and safeguarding
- promptly banking or paying into Christian Aid any money raised.

Christian Aid staff and volunteers prepare for a march at the COP26 climate change talks in Glasgow.



Our Code of Conduct sets out what we expect of everybody involved with Christian Aid, including all our volunteers, staff and partners. These are the commitments that help us uphold our mission, vision and values.

Christian Aid Code of Conduct

I will:

- 1.** Be responsible for the use of information and resources to which I have access by reason of my employment or association with Christian Aid.
- 2.** Ensure the safety, health, welfare and wellbeing of all Christian Aid representatives.
- 3.** Ensure that my personal and professional conduct is, and is seen to be, of the highest standards and in keeping with Christian Aid's beliefs, values and aims.
- 4.** Perform my duties and conduct my private life in a manner that avoids possible conflicts of interest with the work of Christian Aid and my work as a representative of the organisation.
- 5.** Avoid involvement in any criminal activities, activities that contravene human rights or those that compromise the work of Christian Aid.
- 6.** Refrain from any form of harassment, discrimination, physical or verbal abuse, intimidation or exploitation, both in and out of work.
- 7.** I will actively identify and oppose all forms of racism.