

If, at any time, you experience any problems with mentoring, or if you have anything you want to discuss with Big Brothers Big Sisters of Christchurch, please don't hesitate to contact your supervisor or call the Office.

**Mentoring can be a challenging task at times, so we have put together [Volunteer Code of Conduct](#)**

Big Brothers Big Sisters provides quality mentoring relationships with adult volunteers to young people. A relationship with a mentor can improve the life of a young person, and contribute to his/her emotional well being.

In the interest of the young people we serve, volunteers commit to improving the life of a young person by observing the following code of conduct:

- Volunteers agree to conduct themselves in a manner consistent with their position as a positive role model to a young person, and as a representative of Big Brothers Big Sisters.
- Volunteers will follow Agency policies and guidelines around the safety of the young person as outlined in the Volunteer Behaviour Policy and not engage in any behaviour that may be perceived as being sexual and/or abusive with the young person or any member of the their family.
- Volunteers agree to respect the privacy and dignity of their young person and family by not divulging confidential information without consent. The two exceptions to this are where the volunteer is discussing the case in supervision with their Supervisor (as a group of mentors or individually), or where there is a case of suspected child abuse.
- Volunteers agree to limit their involvement in a young person's life to what is deemed appropriate by the Big Brothers Big Sisters. Volunteers are seen as an influence, not a dominant factor, in the young person's life.
- The adult-young person relationship is based on mutual respect. Volunteers agree to treat the young person in a respectful way at all times.
- Volunteers agree to allow their young person to develop their friendship at their own pace.
- Volunteers are required to discuss problems, issues, concerns, or changes of circumstances (living situation, change of address, phone number etc) with their Supervisor. The accountability process for volunteers is by engagement either by email, phone and in person with their Supervisor.

- In the event of match closure, Volunteers must be sensitive to the impact that this can have on the young person, and take the necessary steps to minimise upset to the young person. All matches are to be formally closed by the Supervisor.

Volunteers understand that breaches of this code of conduct will be taken seriously