

Barnardo's Values in Action

Believe in
children
Barnardo's



The Barnardo's values are at the core of our work, and we have a set of behaviours that reflect our values. By adopting these, we will make sure that everyone at Barnardo's is living and breathing our values. It is important to recognise volunteers who demonstrate them and show appreciation for their contribution. This helps us to become an even more effective, ambitious and inclusive charity that achieves meaningful and positive change for children, and creates a space where everyone feels heard, respected and able to thrive.

Within this document, you can find examples below of how volunteers may demonstrate the behaviours in their voluntary role. Please note, this list is not exhaustive, and volunteers may exhibit our values in other ways that you wish to recognise

- 01** Respecting the unique worth of every person
- 02** Encouraging people to fulfil their potential
- 03** Working with hope
- 04** Exercising responsible stewardship

Value: Respecting the unique worth of every person

Behaviour: Inclusive

Example 1: Creating a thriving, inclusive environment that celebrates difference, to achieve greater diversity

All roles:

- Use language that includes everyone - avoid using gendered terms when speaking to people
- Celebrate events such as LGBT+ History Month in February, International Women's Day in March, Pride Month in June, Black History Month in October and Disability History Month from mid-November to mid-December
- Seek out opportunities to learn about other cultures and how these can be celebrated within the team
- Make everyone feel welcome and part of the team

Retail

- Arrange store displays that showcase a wide range of clothing styles, sizes, and cultural influences
- Ensure that all customers feel welcome and respected, as this will be inclusive of background or identity
- Highlight clothing and items associated with cultural holidays and celebrations
- Organise donation drives for specific items like clothing or school supplies aimed at marginalised communities.
- Ensure that the store environment is accessible to disabled people for example, removing unnecessary stock and keeping pathways around store clear

Children's Services

- Organise storytelling sessions that feature diverse books and stories from different cultures and backgrounds. Encourage service users to share their own stories and traditions
- Provide resources and materials in various languages, making information accessible to all families
- Host cultural celebrations or themed events that showcase the traditions, music, food, and art of different cultures.
- Create play areas that are accessible and inclusive for all service users
- Encourage service users to collaborate on projects that explore different cultures and perspectives. For example, they can work together to create a multicultural cookbook or art exhibition
- Provide resources and materials that address issues related to diversity, inclusion, and prevention of bullying

Example 2: Respond to each other's needs and perspectives

All roles:

- Respect people's communication styles
- Ask for the input of others
- Ask if someone needs assistance if you see that they are struggling
- Encourage open and honest communication
- Show empathy and support when a team member is going through a challenging time
- Support each other's personal growth and development. If a fellow volunteer wants to learn a new skill or take on additional responsibilities, offer guidance and encouragement

Retail

- Show compassion and understanding if a fellow volunteer has unexpected personal commitments or needs to change their shift
- Collaborate on tasks to ensure everyone's workload is manageable
- Offer to share your knowledge and skills with fellow volunteers. If you excel in visual merchandising or customer service, provide guidance and tips to help them improve
- Share your ideas for improving shop operations, customer engagement, or fundraising efforts

Children's Services

- Use active listening when a colleague or service user, expresses their thoughts or concerns
- Share resources, techniques, or tools that you find useful in your role
- Show support when someone has had particularly intense or emotional interactions with children or families and giving them the opportunity to debrief
- Acknowledge and respect the diversity of perspectives within the team

Example 3: Explore and value each other's skills, experience, knowledge and strengths

All roles:

- Give credit to those who deserve it
- Be curious, not intrusive, and ask questions to learn more about others but be mindful that people might not want to share information
- Be a role model of how to be an ally to those in marginalised groups
- Show empathy to others and what they may be going through or experienced in the past
- Support others to build their skills and knowledge
- Organise workshops where volunteers can teach each other their specific skills
- Establish a mentorship system where experienced volunteers' mentor newer ones
- Acknowledge and celebrate each other's achievements and contributions
- Work with other team members to organise events or find solutions to an issue

Example 4: Raise concerns if you witness behaviour that is not inclusive or discriminatory

All roles:

- Pass on any concerns to the appropriate person immediately
- Share ideas on how the team can be more inclusive
- Advocate for others who may find it difficult to speak up for themselves

Value:	Encouraging people to fulfil their potential	Behaviour:	Supportive
---------------	---	-------------------	-------------------

Example 1: Make and take opportunities to learn, develop and grow

<p>All roles:</p> <ul style="list-style-type: none"> • Complete all volunteer induction learning as soon as possible • Explore Barnardo's b-Learning site for other non-mandatory courses which might help to develop or improve skills in any areas of interest (role related or not) • Ask for opportunities to shadow an experienced colleague. • Take on tasks outside your comfort zone 	<p>Retail</p> <ul style="list-style-type: none"> • Request the opportunity to learn till training or window dressing • Engage with customers in store to increase your confidence in talking to people • Ask for a day's experience at a local service so you can see first-hand how funds raised are spent 	<p>Children's Services</p> <ul style="list-style-type: none"> • Request the opportunity to plan and lead a group session • Take advantage of service-related training courses offered • Ask for a day's experience at a store so you can see first-hand how funds are raised
---	---	--

Example 2: Offer and ask for help when needed

<p>All roles:</p> <ul style="list-style-type: none"> • Take a new volunteer under your wing • Offer help if you see a colleague struggling with a task • Ask for help if you are struggling to complete a task • Create strong relationships with colleagues to enable you to recognise when they need help and offer your services, and to also receive help when you may be struggling with an issue 	<p>Retail</p> <ul style="list-style-type: none"> • Show a new volunteer how to complete a task e.g. sorting, pricing, tagging or creating window displays • Help shoppers to find items they are looking for 	<p>Children's Services</p> <ul style="list-style-type: none"> • Build a rapport with a service user so they feel comfortable to open up to you on issues they need help with • Ask a team leader if you can help them plan a session
---	---	---

Example 3: Collaborate to achieve greater impact

<p>All roles:</p> <ul style="list-style-type: none"> • Be aware of your role within the team and how that fits into the smooth running of the team • Attend team meetings (wherever possible) where your views and suggestions can be contributed 	<p>Retail</p> <ul style="list-style-type: none"> • See opportunities for improvements within the store and making suggestions to the store staff • Be flexible with your hours whenever you can to assist with gaps in rotas which may affect store opening hours. 	<p>Children's Services</p> <ul style="list-style-type: none"> • See opportunities for improving service user experience making suggestions to service staff • Be flexible with your hours whenever possible to assist with gaps in service provision
--	---	---

Example 4: Give and value honest feedback; have open conversations

<p>All roles:</p> <ul style="list-style-type: none"> • Ensure that regular supervision/feedback sessions take place to review your performance and progress, and learn to ask for this when it has not been offered • Build strong relationships within the team so that honest and open conversations can be had • Don't take negative feedback personally and build a plan with a supervisor to work on any areas of improvement • Think about the best way to approach any negative feedback you need to give so that it does not feel like a personal attack

Example 1: Set ambitious goals

<p>All roles:</p> <ul style="list-style-type: none"> • Speak to your manager about opportunities to develop skills within your role • Explore Barnardo's b-Learning site for other non-mandatory courses which might help to develop or improve skills in any areas of interest (role related or not) • Ask for opportunities to shadow an experienced colleague. • Take on tasks outside your comfort zone. 	<p>Retail</p> <ul style="list-style-type: none"> • Request the opportunity to learn till training or window dressing. • Engage with shoppers in store to increase confidence in talking to people. • Ask for a day's experience at a local service so you can see first-hand how funds raised are spent. • Take the lead in helping to train other volunteers and share skills 	<p>Children's Services</p> <ul style="list-style-type: none"> • Request the opportunity to plan and lead a group session • Lead a workshop for other volunteers where you can share your expertise and skills • Take advantage of service-related training courses offered. • Ask for a day's experience at a store so you can see first-hand how funds are raised
---	---	---

Example 2: Be creative in finding solutions

<p>All roles</p> <ul style="list-style-type: none"> • Talk to other colleagues about problems and coming up with a solution together • Brainstorm to come up with a range of ideas • Think about the desired outcome and working backward • Draw on past experiences and adapt successful solutions to new situations 	<p>Retail</p> <ul style="list-style-type: none"> • Share new ways to make the store more efficient and attract customers • Prioritise getting high-demand items or those most likely to be sold onto the shop floor • Create themed displays that group complementary items together, making it easier for customers to envision how they can use them • Introduce a "Featured Item of the Week" display, offering discounts on selected items to attract attention and encourage sales • Set up a designated children's corner with toys, books, etc. to make the shopping experience more family friendly • Launch "Upcycling Challenges" that encourage customers to repurpose items from the shop into seasonal decor or fashion items 	<p>Children's Services</p> <ul style="list-style-type: none"> • Develop low-cost, recyclable art projects that use materials readily available, encouraging children to explore their creativity • Use storytelling or role-playing to introduce relatable characters facing similar challenges, helping children to open up about their own concerns • Design multi-sensory learning experiences to accommodate different learning styles.
--	---	---

Example 3: Reflect on what works, learn and make changes where needed

<p>All roles:</p> <ul style="list-style-type: none"> • Follow policies in relation to your role • Seek feedback from colleagues to understand what aspects of your volunteering role are effective and where improvements can be made • Take time for self-reflection and identifying areas for personal development 	<p>Retail</p> <ul style="list-style-type: none"> • Get to know local customers and what they like, to influence what stock is put on the shop floor • Keep an eye on new trends and using this to create displays • Observe team members and incorporating their skills/techniques in your role • Observe which stock is often overlooked and considering how it could be better placed or displayed to attract more attention • Help to check that items are priced appropriately • Look for ways to make the team more efficient and co-operative 	<p>Children's Services</p> <ul style="list-style-type: none"> • Incorporate a variety of activities, where children can choose from options that align with their interests • Spend time getting to know service users' communication style and using this to build relationships • Modify activities to be more inclusive e.g., using visual aids, simple language, and varying engagement techniques • Take note of comments and suggestions made by children and using their ideas and preferences for future activities • Listen to parents on what they feel is needed and valuing their input • Adapt sessions based on age and needs of service users
--	--	---

Example 4: Give and value honest feedback; have open conversations

<p>All roles:</p> <ul style="list-style-type: none"> • Create an "Impact Wall" where you display photos, quotes, and anecdotes showcasing the positive changes brought about thanks to the efforts of volunteers • Write personalised thank-you notes or letters of appreciation to fellow volunteers and colleagues • Take time to express your gratitude and acknowledge the efforts of fellow volunteers who have worked alongside you • Share a skill you've acquired through volunteering with others

Value:	Exercising responsible stewardship	Behaviour:	Accountable
---------------	---	-------------------	--------------------

Example 1: Always act in the interest of Barnardo's

<p>All roles:</p> <ul style="list-style-type: none"> • Complete training • Log volunteering hours on Vol1 • Keep your Vol1 account up to date • Be aware of current campaigns within the organisation and how you can be an advocate for them • Inform your manager of any changes to your shift schedule or delays so they can plan appropriately • Look for ways to improve/seek feedback • Fulfil the needs of your role to the best of your ability 	<p>Retail</p> <ul style="list-style-type: none"> • Be a positive representative for Barnardo's when dealing with customers and colleagues • Ensure items are priced correctly and seeking advice when unsure • Model our values when engaging with customers 	<p>Children's Services</p> <ul style="list-style-type: none"> • Be a positive representative for Barnardo's when working with service users and colleagues • Model our values during sessions with service users
---	--	---

Example 2: Spend resources (time, energy, money) on the important outcomes

<p>All roles</p> <ul style="list-style-type: none"> • Show effective time management so that all required tasks get completed • Switch lights and electrical items off when not being used • Recycle where possible 	<p>Retail</p> <ul style="list-style-type: none"> • Share new ways to make the store more efficient and attract customers • Prioritise getting high-demand items or those most likely to be sold onto the shop floor 	<p>Children's Services</p> <ul style="list-style-type: none"> • Research low or no-cost activities for individual and/or group work sessions • To reduce waste, only print resources that are needed or required for accessibility • Plan sessions well so that time is used effectively • Explore and shop around for discounted activities
---	--	---

Example 3: Make evidence informed decisions

<p>All roles:</p> <ul style="list-style-type: none"> • Follow policies in relation to your role • Seek guidance and insights from experts within Barnardo's who have experience in a relevant field 	<p>Retail</p> <ul style="list-style-type: none"> • Ask for advice when pricing items • Follow guidance from Retail department on store layout • Be aware of trends with local shopping habits so the most attractive items are on the shop floor/highlighted as part of a display • Research previous sold prices of unusual or rare items so the price is accurate 	<p>Children's Services</p> <ul style="list-style-type: none"> • Apply training to sessions so the service user gets the most from the session • Speak to colleagues about best practises that can be used in your sessions • Be aware of service users interests to guide future sessions
--	--	---

Example 4: Speak up when something feels wrong

<p>All roles:</p> <ul style="list-style-type: none"> • Pass on any safeguarding concerns to the appropriate person immediately • Own up to mistakes • Share ideas on how systems can be improved • Advocate for others who may find it difficult to speak up for themselves
--