



Volunteer / Group Facilitator Code of Conduct – April 2026

This document sets out the standards of conduct expected of all New Baby Network CIC volunteers and self-employed group facilitators.

While volunteering is a voluntary role and facilitation may be undertaken on a self-employed basis, all individuals representing New Baby Network CIC are expected to maintain consistent professional standards.

Purpose of Your Role

As a representative of New Baby Network CIC, your role is to:

- Support attachment and relationship building between caregivers and babies
- Provide evidence-based information in a compassionate, inclusive, and accessible way
- Create a safe, welcoming, and non-judgemental environment for all families
- Uphold the values of New Baby Network CIC: being personable, respectful, open, and trustworthy

Professional Boundaries and Conduct

You must maintain clear and appropriate professional boundaries at all times.

- Your role is to provide peer support, not to counsel, diagnose, or advise beyond your training
- You must not present personal experience as professional guidance or evidence-based advice
- Your own experiences are a valuable asset in your role as a peer supporter however self-disclosure (sharing personal experiences) must be:
 - Limited
 - Purposeful
 - Relevant to supporting the group
 - Appropriate to a mixed audience (including potentially vulnerable individuals)

You must not:

- Share detailed personal experiences that could be distressing, triggering, or inappropriate (e.g. substance misuse, trauma, or other sensitive personal histories)
- Shift focus away from participants' needs onto your own experiences
- Create dependency, offer ongoing personal support outside the role, or blur professional relationships

If in doubt: do not share, seek supervision instead.

Safeguarding Responsibilities

Safeguarding is everyone's responsibility.

You must:

- Prioritise the safety and wellbeing of all babies, children, and caregivers
- Be alert to signs of risk, harm, or vulnerability
- Follow New Baby Network CIC safeguarding procedures at all times
- Report any safeguarding concerns promptly to the designated safeguarding lead
- Never promise confidentiality if a safeguarding concern is disclosed
- You must not:
 - Attempt to manage safeguarding concerns independently
 - Ignore or minimise concerns, even if uncertain

Role Limitations

You must work within the limits of your role:

- Do not provide medical advice, diagnosis, or recommendations regarding medication
- Do not act as a replacement for healthcare professionals
- Do signpost back to appropriate professionals (e.g. GP, health visitor, midwife)
- Do signpost only to trusted, evidence-based resources

Expected Standards of Practice

All volunteers and facilitators must:

- Work within this Code of Conduct and all New Baby Network CIC policies
- Maintain up-to-date knowledge and attend required training, induction, and supervision
- Act in line with Equality, Inclusion and Diversity principles
- Treat all individuals with respect, fairness, and without discrimination
- Protect confidentiality and handle information in line with Data Protection policies
- Avoid conflicts of interest and not use the role for personal, financial, or professional gain
- Not promote or endorse specific products, services, or brands

Working with Families

- Provide support in a "hands-off" manner
- Do not hold or care for babies, or supervise belongings
- Physical assistance may only be provided where necessary, with clear consent (e.g. mobility support)

Communication and Reliability

- Provide as much notice as possible if unable to attend commitments
- Communicate openly with your point of contact
- Raise concerns, including about your own capacity or wellbeing

Support and Supervision

We expect you to:

- Recognise your own limits and seek support when needed
- Use supervision to reflect on practice, including boundaries and group dynamics

Responsibilities Specific to Group Facilitators

In addition to the above, group facilitators must:

- Take responsibility for the safe and appropriate delivery of sessions
- Maintain professional leadership within groups
- Ensure discussions remain appropriate, inclusive, and aligned with organisational values
- Confidently redirect conversations that become inappropriate, overly personal, or potentially harmful
- Complete required records (e.g. session summaries) within agreed timeframes
- If it has been agreed for you to bring your children to sessions you remain fully responsible for them and ensure it does not impact your ability to safely and effectively facilitate the group.

Responsibilities Specific to Volunteers

- Follow the direction of the group facilitator or designated lead
- Record volunteer hours and required attendance information
- You may bring children if you remain fully responsible for them and this does not impact your role.

What We Will Provide

New Baby Network CIC will:

- Provide induction, training, and ongoing learning opportunities
- Offer supervision and support
- Clearly communicate expectations and responsibilities
- provide a safe working environment and appropriate insurance
- Address concerns fairly and in line with organisational policies

Agreement

This Code of Conduct applies to both volunteers and self-employed facilitators.

- For volunteers: this is a voluntary, non-contractual agreement
- For facilitators: this Code sits alongside, but does not replace, contractual terms

Failure to meet these standards may result in investigation and may lead to termination of your role or contract.

Full versions of all policies and procedures are available at:

<https://newbabynetwork.co.uk/governance/>