



Code of Conduct

The Code of Conduct prohibits employees from making derogatory, offensive or defamatory comments about our business, Staff, Residents etc on any social networking site. Failure to follow this code could lead to a Disciplinary offence.

This Code of Conduct sets out standards that all Staff at Glebe House are expected to meet. It aims to protect our Residents by promoting best practice. We have a duty of care to ensure that our conduct does not fall below the standards detailed in the code. It will also help us to identify areas of continuing professional development.

- We will provide young people centred services
- We will provide these services in a friendly approachable and professional manner
- We will respond appropriately and sensitively to requests for our services
- We will provide straightforward information about our services
- We will promote equality and diversity
- We will correct things appropriately and sensitively if they go wrong and learn from complaints
- We aim to continuously improve our services through consultation and partnership with young people

When working with young people, the following are prohibited on all occasions:

- Sexual relations
- Participating in talk about sex other than in a work capacity
- Physical contact such as, sitting on knee/lap, which could be interpreted as having sexual intent/inappropriate intimacy
- Rough play
- Receiving/borrowing/lending residents' belongings such as CDs, computer games etc unless agreed in a Community Meeting
- Disclosing your own problems at the expense of listening to young persons' needs or disclosing own problems without therapeutic benefit
- Careful consideration before disclosing your political views
- Careful consideration before swearing
- Web-based contact except through authorised Glebe House systems
- The use of personal mobile phones to contact Residents or ex-residents in any format. Please see separate 'Mobile Phone/Social Media Policy' for full details.
- Careful consideration before disclosing whether you have received personal therapy

- Disclosing personal contact details i.e. address, phone number, personal email, sending or receiving Facebook requests or other Social Media requests
- Influencing Residents with your own personal beliefs and judgements around Religion, racism or promoting stereotypes
- Verbal or physical threats
- Behave in a manner which could be perceived as aggressive or threatening in nature

At CEO's discretion and recorded, the following are permitted:

- Receiving funds in a way that complies with financial regulations
- Receiving a small gift for yourself, your team or an individual in your team
- Giving a young person a gift on behalf of and paid for by Glebe House which complies with Policy
- Giving a young person a personal gift paid for by you for leaving, birthday, Christmas or other reason up to a maximum amount of £10. Details of gifts should be made by email (using the 'Gift Recording Email' address) so that we have a record. Please state what you bought, how much was spent, for what occasion and for which Resident

In disclosing **personal information** a worker must be personally responsible for exercising professional judgement about the validity, wisdom and necessity of such a disclosure with due account to outcome.

Any disclosure made should be done in the context of a healthy discussion and not for the purpose of imposing your personal views.

Exclusive employment

Employees are not permitted to take second jobs, e.g. in the evening, without written agreement from the Trust. Any person in breach of this requirement will be subject to disciplinary procedures and may be dismissed.

Conflict of Interest

The requirements are based on three principles and relate to the activities of all employees.

- Employees will not allow their outside activities to interfere with their work nor allow any conflict between their duties and their private interests to affect their ability to carry out these duties effectively.
- Employees will not make use of or exploit the Trust, or brand names associated with the Trust, their connection with the Trust or information obtained in the course of their duties, to further their own private interests or those of any outside organisation, to the detriment of the Trust.
- Employees will not act in a manner likely to bring the Trust into disrepute or to affect its reputation for integrity.

Glebe House has an excellent culture of co-operative and mutually respectful **team work**. All Staff and Volunteers have a responsibility to maintain these high standards and as such, bullying and harassment will not be tolerated.

Communication

People we encounter through our work will be treated with warmth, respect and kindness at all times.

Breach of this Code of Conduct may be regarded as a disciplinary offence and will be dealt with under the Trust's formal disciplinary procedure and could result in dismissal.

What to bear in mind:

When thinking about conduct and appropriate behaviour, it may be useful to think about the following:

Be accountable by making sure you can answer for your actions

You should be able to recognise and be honest about your limitations. You should *always* be able to justify what you do and don't do. You should ask for help as soon as you need it and tell us about any issues that might affect your ability to do your job. Maintain professional boundaries and behave appropriately at all times.

It is your **duty** to report any malpractice or potential abuse.

Promote and uphold the privacy, dignity, rights, health and wellbeing of Residents at all times

Always act in the best interest of Residents, treating them with respect and maintaining their dignity. Promote their independence wherever possible and challenge and report any dangerous, abusive, discriminatory or exploitative behaviour.

Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate care and support

You should respect your colleagues, be honest and open with them and make sure you are a reliable and trustworthy member of team. Challenge any behaviour you believe is inappropriate.

Communicate in an open and effective way to promote the health, safety and wellbeing of Residents

Make sure you communicate effectively with Residents and with colleagues, by being straightforward, accurate and respecting confidentiality wherever relevant. Maintain clear and accurate records.

Respect a person's right to confidentiality

Treat all information about Residents as confidential. Seek guidance from senior members of Staff if any disclosure issues arise.

Strive to improve the quality of your care and support through CPD

Undertake Continuing Professional Development (CPD), training and education in line with the competencies you require to do your job well, all with the input of your supervisor. If appropriate, contribute to the learning and development of others.

Uphold and promote equality, diversity and inclusion

You should respect individuals. Promote equal opportunities for Residents and do not discriminate against anyone.

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