



# HYDE PARK SOURCE

## Staff Behaviour Guidelines

### Introduction

This policy sets out clear guidance on the standards of behaviour expected from all staff at Hyde Park Source. The principles underlying the guidance aim to encourage staff to achieve the highest possible standards of conduct and minimise the risk of inappropriate conduct occurring.

HPSource staff are in a unique position of trust and influence as role models for volunteers, children and communities. Therefore, staff must adhere to behaviour that sets a good example to all.

Staff also have an individual responsibility to maintain their reputation and the reputation of the organisation, both inside and outside working hours and work setting.

This policy applies to all staff regardless of their position, role or responsibility.

References to 'staff' throughout the policy relate to all of the following groups:

- All members of staff
- Casual workers
- Student placements and other placements/apprentices.

References to 'volunteer' throughout the policy relate to all of the following groups:

- Adult volunteers
- Child volunteers
- Community volunteers

HPSource requires that all staff have read and agree to comply with this policy.

Breach or failure to observe this policy will result in action being taken under our disciplinary procedures including, but not limited to, dismissal.

This code of conduct is not an exhaustive list of acceptable and unacceptable standards of behaviour. In situations where guidance does not exist in this policy staff are expected to exercise their professional judgement and act in the best interests of the volunteers, children and communities.

## **Professional Behaviour and Conduct**

- Staff are expected to demonstrate the highest possible standards of personal and professional conduct and behaviour and consistently act with honesty and integrity.
- HPSource expects staff to treat each other, and the volunteers with dignity and respect at all times.
- Staff must act in accordance with their duty of care to volunteers to ensure that their safety and welfare are accorded the highest priority.
- Staff should show fairness in their treatment of volunteers, avoiding behaviours such as embarrassing or humiliating them, making jokes at their expense, and discriminating against or favouring them.
- Staff must have regard for the ethos and values of the organisation and must not do or say anything which may bring HPSource into disrepute. Care should be taken by staff to avoid any conflict of interest between activities undertaken outside HPSource and responsibilities within HPSource.
- Staff should act in accordance with our *Policies and Procedures* at all times.

## **Dress and Appearance**

- HPSource recognises that dress and appearance are matters of personal choice and self-expression. However, all staff must dress in a manner that is appropriate to a professional role and that promotes a professional image.
- Staff should dress in a manner that is not offensive, revealing or sexually provocative.
- Staff should dress safely and appropriately for the tasks they undertake.

## **Smoking, alcohol and other substances**

- Staff must not smoke whilst delivering sessions unless it takes place in an organised break, if they are on a school site they must leave the site before smoking.
- Staff must not consume or be under the influence of alcohol, illicit drugs or other illegal substances on or near HPSource premises.
- Staff must refrain from the consumption of alcohol and other substances at HPSource events where volunteers are present.

## **Relationships with volunteers**

- *See our Safeguarding Children and Adults Policies*
- Staff should limit time they spend alone with a volunteer on a 1-1 basis, unless required e.g. for one to one supervisions. In these situations, always make other staff aware of what you are doing.
- Staff must maintain professional boundaries appropriate to their position and must always consider whether their actions are warranted, proportionate, safe and applied equitably. Staff should act in an open and transparent way that would not lead any reasonable person to question their actions or intent.
- Staff must not establish or seek to establish social contact and develop personal relationships with volunteers that are known to them solely through their professional life and should not share their personal contact information.
- Staff must not make sexual remarks to volunteers or discuss their own sexual relationships.
- Staff must not accept friend invitations or become friends with volunteers on any social media platform unless they know them personally and not solely through their professional life. Staff should also refrain from following the Twitter or other similar social media accounts of volunteers.
- Staff should never partake in any intimate/sexual relationship with any volunteers unless:

- Their involvement as a volunteer has been officially recognised as finished for a period of at least twelve months and it is reported to the staff team.
- The volunteer was/is in an intimate/sexual relationship prior to volunteering.

### **Infatuations**

- It is not unusual for children or adults to develop infatuations towards members of staff. All such situations must be responded to sensitively to maintain the dignity of those concerned.
- Staff should also be aware that such circumstances carry a high risk of words or actions being misinterpreted and for allegations to be made against staff.
- Any indications of an infatuation towards yourself or another member of staff must be reported to the staff team immediately at the next staff meeting.

### **Gifts**

- Staff need to take care that they do not accept any gift/offer of hospitality that might be construed as a bribe by others, or lead the giver to expect preferential treatment. However, there may be occasions where volunteers wish to give a small token of appreciation, for example at religious festivities or at the end of the year.
- It is unacceptable to receive gifts on a regular basis or to suggest to volunteers that gifts are appropriate or desired. Money must never be accepted as a gift. If you are unsure whether to accept a gift you should speak to another staff member and raise it at a staff meeting.
- Personal gifts must not be given by staff to volunteers and any gifts from HPSource to volunteers should be recorded and not based on favouritism.
- Staff will never give or loan money to volunteers.
- Staff would never buy or sell any goods privately from or to volunteers (unless publically selling an item).

### **Physical Contact with volunteers**

- Never do anything of a personal nature for a volunteer that they could do themselves, i.e. do not apply sun tan lotion.
- There are occasions when it is entirely appropriate and proper for staff to have physical contact with volunteers, but it is crucial that they only do so in ways appropriate to their professional role. When physical contact is made with volunteers it should be in response to their needs at that time, of limited duration and appropriate to their age, stage of development, gender, ethnicity and background.
- Where feasible, staff should seek the person's permission before initiating contact. Staff should listen, observe and take note of the person's reaction or feelings and, so far as is possible, use a level of contact which is acceptable for the minimum time necessary.
- It is not possible to be specific about the appropriateness of each physical contact, so staff should therefore, use their professional judgement at all times.
- If a member of staff believes that an action could be misinterpreted, the incident and circumstances should be reported to the Project Coordinator and be put into writing.

### **Transporting volunteers**

- Staff should ensure that any vehicle meets all legal requirements. Staff should ensure that the driver has the appropriate license for the vehicle, that the vehicle is roadworthy, has a valid MOT certificate and is appropriately insured to transport volunteers and that the maximum capacity is not exceeded.

### **E-Safety**

- Staff must not engage in inappropriate use of social network sites which may bring themselves or the organisation into disrepute. Staff should adopt the highest security settings on any personal profiles they have.
- Staff should remain mindful of their digital footprint and exercise caution in all their use of social media or any other web based presence they have. This includes written content, videos or photographs and views expressed either directly or by 'liking' certain pages or posts or following certain individuals or groups. Staff should exercise care when using dating websites where staff could encounter volunteers.
- Staff must not make contact with volunteers (accept, initiate friend requests or follow) on social media platforms that are known to them solely through their professional life.