Code of Conduct

You must ensure that:

1. You read and comply with the policies and practice CCYCP follow the advice and guidance of duty managers and lead workers. - https://cathays.org.uk/about-us/policies/
2. You are punctual and prepared for arriving at the agreed and specified time with any resources needed
3. You inform us of any absence due to illness or other exceptional circumstances as soon as possible by calling or texting your line manager. If your absence is at short notice, i.e. under 12 hours please call your line manager or if not reachable the office on 02920 373144.
4. You will not smoke or vape on site, or within sight of the building, while our community provisions running on site this includes half an hour before and after each provision. If you require a break, you must first have the consent of the line manager. If you have been allowed to have a break, please smoke out of view from the centre and not in the entrance way to the flats next door.
5. With regards to Safeguarding - You are familiar with the potential risks of being in a one-to-one situation with any service users at any time and follow our lone working policy. You are advised to avoid one-to-one situations where possible. You are advised to be mindful of the potential risks associated with unsupervised engagement with service users outside of the placement setting.
6. If you have even the slightest concerns regarding a potential safeguarding issue you must immediately inform a suitable colleague, your line manager and/or our Safeguarding Officers – https://cathays.org.uk/about-us/policies/ Guidance can also be found in the main office on the Safeguarding Display.
7. Any photography or video of young people or colleagues undertake in a professional capacity should be with consent of the individual, for those under 18 parental permission can be found on their membership forms. All photos should be deleted off digital devices and stored in the CCYCP photo library at the quickest opportunity. Personal photos should not include service users.
8. You have a duty of care for the safety and welfare of young people, community members, colleagues and yourself. In line with the Health and Safety Policy - It is your responsibility to flag up any danger to the duty manager on site who will help you complete an accident, incident, or hazard reporting form.
9. You ensure you have no inappropriate physical contact with anyone.
10. You do not engage in personal contact with young people via any media such as personal telephone calls, mobile phones, texts, the internet (including social media, email, chat rooms, social networks etc.)
11. You do not make inappropriate references regarding your personal life to young people or community members.
12. You always use appropriate language when communicating with young people and community members. You avoid the use of inappropriate sarcasm, offensive names or remarks about gender, race, religion and belief, sexual orientation, appearance, age, or disability.
13. You treat confidential information appropriately.
14. You are courteous and considerate to fellow colleagues, community members and young people. This includes any verbal, written or electronic communications.
15. Any concerns or complaints must be addressed in a professional manner to a lead worker or duty manager as soon as they arise. In line with our Complaints Policy, complaints can be escalated up to line managers, the centre manager and the trustees when appropriate.
16. You do not bring any materials that may cause offence or harassment on site. Also you are expected not to view inappropriate content on digital devices
17. You comply with current GDPR legislation and CCYCP's Data Protection Policy. https://cathays.org.uk/about-us/policies/
18. You cannot be working whilst under the influence of alcohol/Drugs or prescription medication that affects your performance. Signs of drug/alcohol use such as associated strong smells are not acceptable.

I have read, understand and agree to adhere to the Code of Conduct as outlined above.

Name (please print):   Signed: Date: