

Shrewsbury House

Charitable Incorporated Organisation No 1058694

Registered with The Charities Commission of England and Wales

Policy Title:	Code of Conduct for Staff
Policy Section:	Human Resources
Policy Number:	F12
Next Review:	September 2025
Review Body:	SLT / EXCO
Governing Committee:	Compliance & Risk Committee
Publish to:	Website Policy Compendium Staff Handbook

1. Purpose

- a. The Code of Conduct for Staff at the Shewsy helps us to establish clear expectations for behaviour, professionalism, and interactions with young people, colleagues, and the community.
- b. The purpose of this Code of Conduct is to outline the expected behaviour and responsibilities of all staff members at the Shewsy. will help to ensure a safe, respectful, and positive environment for young people, staff, and volunteers.

2. Professional Conduct:

- a. Positive Role Models: All staff are expected to model positive behaviour and act as role models for young people. Personal conduct both within and outside the club should reflect the mission, values and standards of the Shewsy.
- b. Respect and Inclusivity: All staff are expected to treat all club members, parents and carers, other staff, and volunteers with dignity, respect, and fairness, regardless of race, gender, religion, sexual orientation, ability, or background.
- c. Discrimination: The Shewsy does not tolerate discriminatory or offensive behaviour.

3. Dress Code and ID:

- a. Staff are asked to wear appropriate, professional attire suitable for working with in active sessions with young people. Clothing should be comfortable and respectful.
- b. Staff are required always to wear the Shewsy Photo ID and Shewsy lanyard when working for and at the Shewsy.
 - i. This includes travel to and from destinations associated with club work eg the Walking Bus, club trips and outings.

4. Safeguarding and Child Protection

- a. All staff must be familiar with the Shewsy's Child Protection and Safeguarding Policy <[here](#)> and the Safe Handover of Children Policy <[here](#)>.
- b. All staff must prioritize the safety, well-being, and rights of all club members and be vigilant in identifying and reporting any form of abuse, neglect, or harm.
 - i. If a member of staff is concerned about the wellbeing of a club member, he / she should report it in the first instance to the Senior Youth Worker who is the organisation's Designated Safeguarding Lead.
- c. All staff must maintain appropriate boundaries with club members and avoid situations where personal relationships with club members may be interpreted as inappropriate or create conflicts of interest.
- d. All staff must be aware of the importance of safeguarding the privacy and confidentiality of club members but must not make inappropriate promises of confidentiality in the event of a serious disclosure or concern.

5. Communication and Interaction including Social Media

- a. All staff must use positive, age-appropriate and respectful language in all communications with young people, parents, staff and the wider community.
 - i. It is understood that there will be moments when working at the Shewsy which will be stressful. Staff are required to set an example by maintaining a calm and even-tempered attitude even and especially when the circumstances are challenging.

- b. It is understood that there will be circumstances when staff and club members need to be in digital communication with each other such as Residential Trips.
 - i. It is best practice for club members on such trips to have the mobile phone number of the “club phone”.
 - ii. Members of staff on such trips will have access to the mobile phone numbers of club members via the list of attendees as part of the risk assessment.
- c. Otherwise, staff should not be “friends” with club members on social media platforms and should refrain from social interactions with club members via personal social media or texting.
- d. Conflict Resolution: Staff should seek to handle conflicts or disagreements by de-escalating in the first instance with professionalism and respect.
 - i. Serious or protracted conflicts or disagreements with club members or other staff should be passed on to senior members of staff who will engage with the appropriate HR / conduct policies.

6. Accountability and Responsibility

- a. Punctuality: All staff are required to arrive on time for hourly paid sessions or as per contractual agreements for full-time staff.
 - i. The hours of work allow for a period of time to set up before sessions and to attend and contribute to feedback meetings after sessions are completed.
- b. Health and Safety: All staff are required to follow all health and safety protocols as per the Health and Safety Policy <[here](#)> ensuring that all activities are conducted in a safe environment.
- c. All staff are required to respond to hazards, near misses and accidents immediately if dangerous and report to the session leader in the feedback session so that they are properly recorded in writing in the Daybook.

7. Prohibited Behavior

- a. Inappropriate Relationships: Staff must not engage in inappropriate relationships with young people, including those that are physical, emotional, or sexual in nature.
- b. Substance Use: The use or possession of alcohol, drugs, or any illegal substances is strictly prohibited during work hours or while participating in youth club activities.
- c. Violence and Aggression: Staff must never engage in physical violence, verbal abuse or intimidation of any kind.
 - i. Any transgressions with regard to violent or aggressive behaviour will be treated as professional misconduct and handled in accordance with the appropriate HR policies.

8. Continuous Professional Development (CPD)

- a. Staff are required to attend statutory training related to youth work, safeguarding, health and safety, first aid, or other relevant professional development as directed.
- b. Staff are also required to attend staff meetings which will incorporate INSET (in-service training) such as Case Studies.
 - i. Such staff meetings will be counted as paid for sessions for hourly paid sessional workers and bank staff.
- c. All staff will actively seek feedback and be open to constructive advice to improve skills and effectiveness in working with club members.

9. Reporting and Whistleblowing

- a. All staff are required to report any violations of this Code of Conduct or any safeguarding concerns to the session leader or the designated safeguarding officer without delay.
- b. Whistleblowing Protection: Staff who report concerns in good faith are protected under the club's whistleblowing policy <[here](#)> and will not face any retaliation.

10. Commitment to the Code

- a. By signing below, I acknowledge that:

- i. I have read, understood, and agree to abide by the Shewsy Staff Code of Conduct.
 - ii. I have read and agree to abide by the Shewsy Child Protection / Safeguarding Policy.
- b. I understand that failure to adhere to this code may result in disciplinary action, up to and including dismissal.

Name of Staff: _____

Signature: _____

Date: _____

CEO: _____

Signature: _____

Date: _____