

Code of Conduct for Staff and Volunteers



As a member of staff or a volunteer for The Friendship Café and St James City Farm (The FC) we would like you to:

- Adhere to all policies and procedures
- Report any concerns or allegations of abuse or poor practice to our Designated Safeguarding Lead
- Listen to any concerns our children, young people or parents or other users may have
- Do not engage in any behaviour that constitutes any form of abuse
- Respect your position of trust and maintain appropriate boundaries and relationships
- Keep any safeguarding training, first aid and other relevant training up to date
- Make sure you have the appropriate staffing ratios of adult to participant
- Respect children and young people's trust and rights whilst being open and honest with them
- Do not discriminate against anyone, regardless of gender, race, religion, sexual orientation and ability
- Administer first aid if an injury occurs and call for help when necessary
- Use constructive and positive methods of developing skills without humiliating or harming anyone
- Behave respectfully, including whilst online, in accordance with all other policies and guidance and within the law
- Challenge and address instances of poor, negative, aggressive or bullying behaviour amongst young people and other users of The FC
- Lead by example
- Develop positive relationships with parents/carers and other users of The FC
- Help make The FC a friendly and welcoming place to be

We understand you have the right to:

- Enjoy the time you spend with us and be supported in your role
- Be informed of our safeguarding policy and procedures and what you need to do if something is not right
- Have access to all other policies and guidance
- Have access to ongoing support and training
- Be listened to
- Be involved and contribute to decisions that affect The FC
- Be respected and treated fairly
- Feel welcomed, valued and not judged based on your race, religion, gender, sexuality or ability
- Be protected from physical or emotional abuse from any user of The FC and be supported to resolve conflict.

Signature of staff Member/volunteer	
Date	
Signature of manager	
Date	