



For better
mental health

Telford Mind policy on staff conduct

This is what Telford Mind expects from its staff. Talk to your line manager if you are unsure of any part of the code of conduct and how it relates to your working practice. Telford Mind is an organisational member of The British Association for Counselling and Psychotherapy (BACP) and works to their ethical framework. Copies of the BACP framework are available from the main office.

It is a disciplinary offence to bring Telford Mind into disrepute (either during or outside of work time)

Code of conduct

- Conduct yourself in a professional and courteous manner at all times.
- Work to Telford Mind policies and practices (if you are unsure on anything then check with your line manager). Update relevant sections in your staff handbook when requested.
- Comply with health and safety policies and contribute to the safety, hygiene and tidiness of the areas that you work in.
- Use established processes and procedures to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practice.
- Treat service users as individuals and with dignity and respect. Promote and protect the interests of all service users, irrespective of gender, age, race, disability, sexuality, culture or religious beliefs. Promote equal opportunities for service users and respect diversity and different cultures and values.
- Act in a friendly manner towards service users, but maintain appropriate professional boundaries within the relationship at all times. Relationships of a personal, emotional or sexual nature will be treated as Gross Misconduct. (Use the BACP guidelines -copies in office).
- Consult service users with regard to the care and/or support they receive and respect the opinion and wishes of the service user as to their choice of lifestyle.
- Promote the independence of service users. Assist them to understand and exercise their rights.
- Take complaints and suggestions seriously and respond to them. Help service users and carers to make complaints. Record suggestions (use the suggestion box).
- Work co-operatively with other employees of Telford Mind and treat your colleagues politely, fairly and without discrimination.
- Keep personal information about service users safe and confidential. Respecting client confidentiality is a fundamental requirement for keeping trust.
- Do not harass or bully service users or staff members.
- Do not enter into personal financial transactions with service users, carers, or others who approach Telford Mind for a service.
- You may accept a small (non-monetary) gift from a service user/carer etc. *only* if it would be impolite to refuse but speak to your line manager first. Such gifts must not exceed a value of £10.00 and must not be sought or in any way encouraged.
- Do not consume alcohol or prohibited drugs while on duty. The only exception is where your line manager expressly agrees in advance that alcohol may be consumed in moderation. You must not work at Telford Mind under the influence of alcohol or prohibited drugs.

- You must not bring prohibited drugs into Telford Mind nor carry any such substances on your person whilst on duty.
- The Telford Mind 'phone is a busy one and needs to be kept as clear as possible for people needing to call in. So only make personal calls if you absolutely need to.

Signed:

Date: / / 08