



Paid and Voluntary Team Code of Conduct

INTRODUCTION

This Code of Conduct is to promote good practice, and help to create a welcoming and safe culture for all young people, paid and voluntary team. The following statements are deemed to be good practice and must be followed by all paid and voluntary team members of The Matrix Trust (Hereafter Matrix).

Please note that where this policy refers to young people it refers to all Matrix service users, whatever their age.

GENERAL EXPECTATIONS

- To work in accordance with the Christian Ethos of Matrix (see ethos document for details).
- Be relational and inclusive - be observant of others needs, treat everyone with respect, make sure no-one is left out and be a team player.
- To be courteous, helpful and polite to all those with whom you have contact.
- To be punctual for the start of work and to keep within the lunch and break times.
- To give regular attendance at work and to minimise all absenteeism, giving plenty of warning if you are unable to attend.
- Be consistent - true to your word and follow through on everything you say you are going to do
- To maintain a high standard of hygiene and dress at all times, always wearing clean uniform and an ID badge when working with young people, at events and when representing Matrix.
- Read and follow Matrix Safeguarding policies and procedures when working with young people.
- To devote all your time and attention, whilst at work, to Matrix-and ensure that all its property including confidential information, records, machinery, information technology, etc., is kept safe and used correctly.
- To be familiar with, understand and comply with all Matrix policies, rules and regulations, as well as observe and perform all the terms of your employment as set out or referred to in your Contract of Employment.
- Matrix operates a no smoking policy for staff whilst in uniform or within Allen House Grounds.
- No drugs or alcohol may be consumed while on duty or during a day when you are working directly with young people later that day.
- No conversations about personal drug usage are to be held at work, nor alcohol usage within a delivery setting.

TEAM

- Treat all team members (both paid, volunteer and youth team) with respect and dignity.
- Be supportive and helpful to the project lead or manager in your setting and respect their decisions.
- Have fun! Enjoy being with young people, other team members, interns and volunteers. Always make time for prayer or reflection and celebrations.
- Take every opportunity to learn and develop your skills and yourselves and be prepared to learn from others so that we can continue to improve our practice and innovate. We expect everyone we are working with to become the best they can be. So we ask you to take every opportunity to learn and develop your skills and yourselves.
- Do not speak negatively about Matrix, its team or young people either to an individual / group in person or on social media.

WHEN WORKING WHERE YOUNG PEOPLE ARE PRESENT

- Treat all young people equally and with respect and dignity
- Involve young people in the decisions that affect them
- Maintain appropriate physical and emotional boundaries in relationships with young people. This includes, but is not limited to, not sharing personal political, religious or social views, personal health and wellbeing information or personal contact details with young people.

- If physical contact is necessary (e.g. in an emergency), tell the young person clearly what you are doing and why. Seek their permission and give choices where possible. If possible, have another worker present.
- If a young person needs to be challenged about their behaviour or participates in a review of their involvement in a programme as a result of disruptive or unacceptable behaviour, it is advisable that this review is witnessed by a second team member.
- Do not gossip - young people will talk to us about both trivial and deep issues. Be sensitive about what you share with others and have respect for their stories. However if you have any concerns for someone's well-being or safety, follow Matrix Safeguarding Policy.
- Avoid crude language and speak positively towards young people and the team.
- Do not give lifts in your car to individual young people or travel alone with them (unless by prior arrangement with your line manager).
- Do not take young people to your home or that of another team member.
- Avoid situations where you are alone with young people unless you are engaging in lone working in which case they should refer to Matrix's Lone Working Policy.
- Do not use your own 'personal' electronic communications (e.g. mobile phones, social networking sites) for contacting young people.
- Do not engage in inappropriate physical or sexually provocative games, making sexually suggestive comments about or to a child or young person even in fun, or inappropriate and intrusive touching of any form.
- Do not use bullying of any form (towards staff OR young people), including name-calling or constant criticism, ridiculing, or 'picking on' a young person because of their family background, manner of dress or physical characteristic.
- Do not be complicit in buying/giving young people things, which could be illegal or harmful to their health. This includes alcohol, drugs and cigarettes.
- Do not lend young people money, or give young people money from your 'own' pocket.

EMERGENCIES

In the event of the following occurrences, and having followed the emergency procedure outlined in the Operational Document, you **MUST** report to the CEO and Designated Safeguarding Lead, Daniel Setterfield on 07769891821.

- A young person is hurt or injured beyond the need for simple first aid
- You have concerns for the young person's safety or welfare
- A young person adversely misunderstands or misinterprets something you have done
- An allegation is made about yourself or a colleague
- An allegation is made about yourself or Matrix team member
- You have concerns about the behaviour of a Matrix team member

I _____ (print full name) agree to abide by this Code of

Conduct. I understand that failure to do so may lead to disciplinary action.

Sign: _____ Date: _____

For full guidance in relation to child protection procedures please refer to Matrix Safeguarding Policy

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