

Time & Talents Expected Professional Behaviours

There are professional behaviours relating to safeguarding children and adults at risk which we expect all staff, volunteers and others carrying out work on our behalf to comply with.

These expected professional behaviours include:

- Staying up to date with all policies and procedures, and the expectations held within; following organisational procedures to ensure a safe, consistent and fair approach.
- Behaving professionally towards all staff, volunteers, service users and anyone carrying out work at or on behalf of Time & Talents
- Informing the CEO of any circumstances, relevant police record or other factor or any change in circumstances, including arrest or allegations, which may potentially make it necessary for employment or volunteer status to be reviewed.
- Modeling the cultural values of Time & Talents by:
 - Never acting in a manner which could be seen as offensive (including through joking behaviour)
 - Building a culture of accountability across staff and volunteers, not blaming or shaming
 - Not showing favouritism or dislike
 - Never behaving in a way that frightens or demeans (including through joking behaviour)
 - Not swearing in front of children or young people
 - Building and maintaining positive professional boundaries
 - Seeking advice and support from our colleagues, supervisors, and the Designated Safeguarding Lead

Time & Talents aims to work in the 'Zone of Safety' in which we are neither under-involved nor over-involved in our work and relationships with children, families and adults at risk.

We are not under-involved	We work in the 'Zone of Safety', in which we:	We are not over-involved:
We do not: Catastrophise ('it's not worth trying') Delegate work to other people inappropriately Ignore risks Blame others or undermine colleagues Avoid difficult conversations Shirk accountability	Know our remit, including its limits Think about risks and plan actions in response Take responsibility while asking others to help Follow policy and procedures Communicate our plans and actions Hold others to their roles and responsibilities Support our colleagues Build relationships Admit when we are wrong or have made a mistake Keep our focus on supporting people to have fun, build friendships and thrive in safe environments	We do not: Catastrophise ('I am the only one who can help') Think every action is ours to do Take inappropriate risks Push others to act outside of their roles Act confrontationally Overpromise

More information about Time & Talents' working ethos can be found in the **Person-Centred Practice Policy**.

Time & Talents has guidance on specific situations which can arise through our work: being alone with a vulnerable person, supporting someone with physical touch, relationship boundaries and pre-existing relationships with service users and/or volunteers.

Time & Talents Expected Professional Behaviours

All staff, volunteers and anyone else carrying out work on behalf of Time & Talents must:

- Avoid being alone with a child or adult at risk unless explicitly part of the job. In situations where this may be necessary, we will take steps to mitigate risk by:
 - Informing our line manager where we are going and why, as well as how long we expect to be there (eg. through use of a shared calendar on Outlook)
 - Always leaving a door open when safe to do so
 - Being in earshot of others when possible
 - Recording the contact (eg. through case notes)
- Understand the emotional power of touch, as well as the potential for misunderstanding that touch can bring. To ensure support for children and adults whilst minimizing the potential for misunderstanding:
 - Any positive physical contact or affectionate greeting (eg. hugging) must come from the service user
 - All touch must be age-appropriate and appropriate to the situation. Acceptable and necessary behaviour may involve eg: consoling a child who is upset, administering first aid or supporting a participant in an activity
 - We will always prompt children and adults to carry out personal care themselves, and if they cannot manage we will ask them if they would like help first
- Uphold positive professional boundaries with the people we support at Time & Talents, including:
 - Never giving, receiving, borrowing or lending money
 - Never engaging in any sexual behaviour or activity (this includes sexual language as well as touch)
 - Never sharing personal details such as personal email address, home telephone number, home address, etc. or inviting service users into our homes or the homes of our friends or family
 - Not 'friending', 'following' or otherwise connecting on personal social media accounts
 - Not contacting service users outside of project time unless sanctioned by the line manager
 - Not being available for contact outside of project hours – work mobiles to be turned off
 - Not developing social relationships outside of Time & Talents with people who use our services
 - Limiting gift-giving to that which is appropriate to the service and clearly given by the organization and not by the individual, eg. a birthday card from the Time & Talents team
 - Limiting gift-receiving to small tokens for appropriate celebrations (eg. Christmas), which will be reported to the line manager for transparency (see **Code of Conduct** for further details)

We recognise the community-oriented nature of Time & Talents, which includes acknowledging that many staff, volunteers and service users know each other outside of the context of Time & Talents.

- Simply knowing a person in another context is not an issue of boundaries (eg. the Finance Manager and a service user could both be mums of children at Albion, and recognise each others' names and faces; many staff might be members of an SE16 Facebook group; etc.)
- Relationships exist across a wide spectrum, depending on the context of the relationship (friendship, romantic relationship, family relationship, etc.) and the ways of connecting (one-to-one in-person, local group meetings, social media, etc.)
- When there is a pre-existing relationship between a service user/volunteer and the volunteer/staff supporting them, this should be disclosed to the programme manager as early as possible. A joint decision will be made about whether the nature of the already existing relationship requires a different staff/volunteer be the one to provide support to or work with that person.

More information about staff social media use can be found in the Social Networking Policy in the **Employee Handbook**.