

POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.



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Achieving dreams. Transforming lives.



TAKE 6 STEPS

CODE OF CONDUCT FOR STAFF AND VOLUNTEERS





To provide great support, we have great staff and volunteers.



Every staff member must understand and work in a way that shows the things we value:

POSITIVE

People first... we put people first

Opportunities... we find opportunities

Speaking out... we speak out

Innovative... we do new things

Tenacious... we don't give up!

Involve... we involve people

Value for money... we offer good value

Excellence... we strive to be the best.



“Take 6 Steps” – our Code of Conduct is to remind **all** our staff and volunteers how they must behave at **all** times.

Staff and Volunteers must:



Step 1:

Be kind, professional, respectful and trustworthy.



Step 2:

Always do a good job.



Step 3:

Work well with other staff and volunteers.



Step 4:

Earn the trust of other people so that everyone has confidence in Positive Futures.



Step 5:

Listen to, protect, and promote the rights of the people we support and their families.

Step 6:



Help the people we support to make their own choices, be as independent as possible and keep them safe.



“Take 6 Steps” – our Code of Conduct will be shared with **all** staff and volunteers in the first 2 weeks of their induction.



Managers will remind staff and volunteers of the importance of this Code of Conduct when they have one-to-one meetings with them and at team meetings.



Managers will speak with staff and volunteers when they are following this Code of Conduct **AND** when they are not.



Our Advisory Board, which includes some of the people we support, has made a short video about Positive Futures and the type of staff and volunteers that people want to support them.

You can see it by clicking the link below:

[Advisory Board video](#)

The people we support have said that they do not like it when staff or volunteers:



- ignore them or do not listen to them
- do not support them to make their own choices
- do not work well with other staff
- use their mobile phones when supporting them
- use the TVs, phones or other property of the person we support without asking first.



If you think a member of staff or a volunteer is not doing what “Take 6 Steps” – our Code of Conduct tells them they should do, you should:

- tell them
- talk to a manager
- talk to someone you trust.



You can make a complaint if you are unhappy about staff or volunteers.

You can read how to do this by clicking on one of the links below:

[Making a Complaint Leaflet \(NI\)](#)

[Making a Complaint Leaflet \(RoI\)](#)



The people we support told us that they like it when staff and volunteers are:

- kind, patient and caring
- calm and respectful
- a good listener
- encouraging
- trustworthy
- on time and do what they say they are going to do
- reassuring
- fun!



When you are happy about our staff and volunteers, you could:

- thank them
- tell their manager about them
- tell other people about our great staff and volunteers.



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