

POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.



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Achieving dreams. Transforming lives.



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# TAKE 6 STEPS

## CODE OF CONDUCT FOR STAFF AND VOLUNTEERS

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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

**P**eople first... we put people first

**O**pportunities... we find opportunities

**S**ustainability... we strive for a more sustainable society

**I**nnovative... we do new things

**T**enacious... we don't give up!

**I**nclusion... we involve people

**V**alue for money... we offer good value

**E**xpertise... 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.

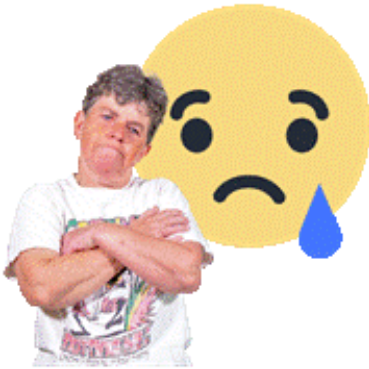
You can see it by clicking the link below:

[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 \(IRL\)\*\*](#)



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.



This "Easy Read" document was made by Positive Futures using Photosymbols