



Dorset Mind Staff Code of Conduct

Dorset Mind aims to provide an environment that is free from discrimination. It is the organisation's expectation that all trustees, employees, volunteers etc. act in such a way to respect each other and the organisation's users/clients. All individuals should be treated with dignity and respect.

This code of conduct applies to all employees of Dorset Mind. It is not intended to detail all situations which could result in disciplinary action being taken but is intended to draw attention to some specific areas. This code should be read in conjunction with other Dorset Mind staff policies. This code can be varied at any time and does not form a part of the employment contract. Likewise, nothing in this code prevents the other policies referred to from being varied.

Organisational Policies and Procedures

All employees should act in accordance with the agreed policies and procedures of the organisation.

Confidentiality

All employees should observe confidentiality in respect of any discussions with other individual workers about their professional and personal problems and difficulties, except where there is an overriding concern and responsibility for service users or the organisation.

Worker dissatisfaction

If an employee experiences any concern or dissatisfaction regarding a co-worker's work or standards of work, they should first seek to discuss this with the co-worker's line manager, or their own, and if not satisfied with the outcome they should make use of the organisation's grievance procedures. In cases of harassment, or where they have a reason to believe that they may be at personal risk, they may use the organisation's harassment and bullying procedure.

Organisation Reputation

Employees should not seek to undermine, outside of constitutional procedures, agreed policy of the organisation, nor work against the interests of the organisation, nor seek to bring the organisation, its staff, Trustees, volunteers or its members into disrepute.

Equal Opportunities

Dorset Mind is committed to the principles of equal opportunities and so all employees as part of their terms of employment will adhere to the Dorset Mind Equality and Diversity Policy. Failure to do so shall lead to disciplinary procedures which may lead to dismissal.

Employees should not harass, discriminate against or oppress any group or individual by reference their religion or belief, race, gender, sexual orientation, disability, age, health, political beliefs, or any other grounds.

Employees should be committed to providing services to its service users that do not discriminate on the above grounds, and to providing services that will positively contribute to the elimination of discrimination.

Employees are not expected to accept abuse of any kind, either verbal or physical, from service users, visitors, colleagues or anyone else. Behaviour by an employee will not be deemed disrespectful where it is taken as a reasonable measure to avoid abuse. An example might be to terminate a telephone call where a caller is being verbally abusive.

Standards of dress and appearance

Staff members represent Dorset Mind when working and as such their appearance reflects on the standards of the organization as a whole. In all cases clothes should be clean and must be appropriate for the nature of the role and specific duty being performed. Managers will provide guidance where clothing is inappropriate.

Conflicts of Interest & Gifts

Dorset Mind has a policy on conflicts of interest, gifts and hospitality which applies to all staff.

Individuals should be careful not to accept any gift or hospitality which might interfere with or be perceived as interfering with Dorset Mind’s business or services. Accordingly, all staff should declare their interests, and any gifts or hospitality received in connection with their role in the charity.

Use of Telephones, IT and Electronic Communications

The acceptable use of telephones, IT and electronic communications is described in a separate policy to which your attention is drawn.

Signed

Name

Date