



St Joseph's Foundation

HUMAN RESOURCE MANUAL

HRP-50

Policy

HRP-50 Code of Conduct

Approved By:

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Date: ..14/3/17.....

Date of Issue: Rev: 0

Date of Review:



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1. Scope

This code of conduct applies to The Chief Executive Officer, managers, staff, students and volunteers of St Joseph's Foundation.

2. Purpose

This Code is based on principles that promote best practice. It will ensure that you are 'working to standard', providing high quality and compassionate care and support.

The Code describes the standards of conduct, behaviour and attitude that people who use St Joseph's Foundation services should expect. You are responsible for, and have a duty of care to ensure that your conduct does not fall below the standards detailed in the Code.

The provisions of this Code of Conduct forms part of the Terms and Conditions of Employment. Staff must carry out their duties and obligations to St Joseph's Foundation in accordance with their Contract of Employment and Terms and Conditions of Employment.

3. Principles of the Code of Conduct

You must:

- a. Be accountable** by making sure you can answer for your actions or omissions.
- b. Promote and uphold** the privacy, dignity, rights, health and wellbeing of people who use St Joseph's Foundation services at all times.
- c. Work in collaboration** with your colleagues within St Joseph's Foundation to ensure the delivery of high quality, safe and compassionate healthcare, care and support.
- d. Communicate in an open and effective way** to promote the health, safety and wellbeing of people who use St Joseph's Foundation services.
- e. Respect** a person's right to confidentiality.
- f. Strive** to improve the quality of healthcare, care and support provided by St Joseph's Foundation through continuing professional development.
- g. Uphold and promote** equality, diversity and inclusion.

4. Guidance that underpins the principles

As an employee, student or volunteer of St Joseph's Foundation you must always act in the best interests of people who use St Joseph's Foundation services. To this end, you must:

a. Be accountable

- (1) Be honest with yourself and others about what you can do, recognise your abilities and the limitations of your competence and only carry out or delegate those tasks agreed in your job description and for which you are competent.



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- (2) Always behave and present yourself in a way that does not call into question your suitability to work for St Joseph's Foundation including any conflicts of interest financially, politically, or personally.
- (3) Be able to justify and be accountable for your actions or your omissions – what you fail to do.
- (4) Always ask your line manager or employer for guidance if you do not feel able or adequately prepared to carry out any aspect of your work, or if you are unsure how to effectively deliver a task.
- (5) Report to your line manager or employer about any issues that might affect your ability to do your job competently and safely.
- (6) Establish and maintain clear and appropriate professional boundaries in your relationships with people who use St Joseph's Foundation services and colleagues at all times.
- (7) Never accept any offers of loans, gifts, benefits or hospitality from anyone you are supporting or anyone close to them which may be seen to compromise your position.
- (8) Comply with the requirements of your Job Description and Terms and Conditions of Employment.
- (9) Report any actions or omissions by yourself or colleagues that you feel may compromise the safety or care of people who use St Joseph's Foundation services and, if necessary, use whistleblowing procedures to report any suspected wrongdoing.

b. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use St Joseph's Foundation Services at all times.

As an employee, student or volunteer of St Joseph's Foundation you must always act in the best interests of people who use St Joseph's Foundation Services. To this end you must:

- (1) Always treat people with respect and compassion.
- (2) Place the needs, goals and aspirations of people who use St Joseph's Foundation services first, supporting them to be in control and to choose the healthcare, care and support they receive.
- (3) Promote service user's independence and ability to self-care, assisting those who use health and care services to exercise their rights and make informed choices.
- (4) Always gain valid consent before providing healthcare, care and support.
- (5) Respect a service user's right to refuse to receive healthcare, care and support if they are capable of doing so.
- (6) Maintain the privacy and dignity of people who use St Joseph's Foundation services.
- (7) Always be alert to any changes that could affect a service user's needs or progress and report your observations in line with policies and procedures.
- (8) Always ensure sure that your actions or omissions do not harm a service user's health or wellbeing.
- (9) You must never abuse, neglect, harm or exploit those who use St Joseph's Foundation services.



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- (10) Challenge and report to your manager any dangerous, abusive, discriminatory or exploitative behaviour or practice.
- (11) Always take comments and complaints seriously, respond to them in line with St Joseph's Foundation complaints policy and procedures.

c. Work in collaboration with your colleagues within St Joseph's Foundation to ensure the delivery of high quality, safe and compassionate healthcare, care and support

As an employee, student or volunteer of St Joseph's Foundation you must always act in the best interests of people who use St Joseph's Foundation services. To this end you must:

- (1) Understand and value your contribution and the vital part you play in the work of St Joseph's Foundation.
- (2) Recognise and respect the roles and expertise of your colleagues both in St Joseph's Foundation and from other agencies and disciplines, and work in partnership with them.
- (3) Work openly and co-operatively with colleagues including those from other disciplines and agencies, and treat them with respect.
- (4) Work openly and co-operatively with service user's and their parents/guardians and treat them with respect.
- (5) Honour your work commitments to St Joseph's Foundation, it's agreements and arrangements and be reliable, dependable and trustworthy.
- (6) Actively encourage the delivery of high quality healthcare, care and support to service users.

d. Communicate in an open and effective way to promote the health, safety and wellbeing of people who use St Joseph's Foundation Services.

As an employee, student or volunteer of St Joseph's Foundation you must always act in the best interests of people who use St Joseph's Foundation services. To this end you must:

- (1) Communicate respectfully with people who use St Joseph's Foundation services, and parents/guardians in an open, accurate, effective, straightforward, respectful and confidential way.
- (2) Communicate effectively and consult with your colleagues as appropriate.
- (3) Always explain and discuss the care, support or procedure you intend to carry out with the service user and only continue if they give valid consent.
- (4) Maintain clear and accurate records of the healthcare, care and support you provide and immediately report to a senior member of staff any changes or concerns you have about a service user's condition.
- (5) Recognise both the extent and the limits of your role, knowledge and competence when communicating with service user's parents/guardians and colleagues.



e. Respect a person's right to confidentiality

As an employee, student or volunteer of St Joseph's Foundation you must always act in the best interests of people who use St Joseph's Foundation services, even after concluding your time with St Joseph's Foundation. To this end you must:

- (1) Treat all information about people who use St Joseph's Foundation services as confidential.
- (2) Only discuss or disclose information about people who use St Joseph's Foundation services in accordance with legislation, policies and procedures.
- (3) Seek guidance from a senior member of staff regarding any information or issues that you are concerned about.
- (4) Always discuss issues of disclosure with a senior member of staff.

f. Strive to improve the quality of healthcare, care and support through continuing professional development

As an employee, student or volunteer of St Joseph's Foundation you must always act in the best interests of people who use St Joseph's Foundation services. To this end you must:

- (1) Ensure you are up to date and in compliance with all statutory and mandatory training, in agreement with your manager.
- (2) Agree to participate in continuing professional development to achieve the competence required for your role.
- (3) Undertake competence-based training and education as required by St Joseph's Foundation.
- (4) Improve the quality and safety of the care you provide with the help of your manager (and a mentor if available).
- (5) Ensure that an up-to-date record of your training and development is maintained.
- (6) Contribute to the learning and development of others as appropriate

g. Uphold and promote equality, diversity and inclusion

As an employee, student or volunteer of St Joseph's Foundation you must always act in the best interests of people who use St Joseph's Foundation services. To this end you must:

- (1) Respect the individuality and diversity of service users, their parents/guardians and your colleagues.
- (2) Not discriminate or condone discrimination against people who use St Joseph's Foundation Services or your colleagues.
- (3) Promote equal opportunities and inclusion for service users, their parents/guardians and your colleagues.
- (4) Report any concerns regarding equality, diversity and inclusion to a senior member of staff as soon as possible.