



Code of Conduct

Staff and volunteers

This code of conduct illustrates Cohort's principles of providing a high-quality customer and volunteer experience. Our staff are our hostel ambassadors and so we expect you to maintain the highest of standards whilst on the premises. Some of this is plain common sense and it will ensure a harmonious atmosphere and keeping good working and personal relationships among our volunteer team.

General conduct

All staff must:

- Be courteous, respectful and super-friendly towards all hostel guests and visitors
- Conduct themselves in a professional manner at all times
- Make sure language and conversation is appropriate
- Maintain the trust, confidence and uphold the reputation of Cohort at all times.
- Respect, maintain and care for all property of Cohort/guests
- Carry out your role with due care and diligence.
- Wear Cohort Hostel uniform during your shifts

Staff must not:

- Carry out duties when in an unfit state (i.e. due to illness or under the influence of alcohol /drugs)

- Bully, harass or unlawfully discriminate against anyone visiting or staying in the building.
- Use recreational or illegal drugs in the building
- Engage in physical or sexually provocative or inappropriate behaviour with any guest or staff member or make sexually suggestive comments
- Participate in any activity or act that brings Cohort Hostel into disrepute.
- Act outside the spirit of this code of conduct

Conduct with other staff members

- Be courteous, respectful and friendly towards each other
- Support each other
- Work as a team at all times
- Deal with any staff-to-staff issues immediately and away from guests, or ask management to step in and mediate
- Please do not complain about other staff members or the hostel in front of guests... if you need to let off steam do it in private.

We work with educational establishments and organised groups all whom expect high standards of safety for their group members.

We are not allowed to conduct DBS (criminal record) checks on our staff and so we are required to implement a strict code of conduct around children and young people.

The following code of conduct is for the safety of our staff and guests.

Code of Conduct (safeguarding): Children and young people

- Cohort staff are not allowed to be alone, in an empty space, at any point with any child or young person staying at the hostel
 - If necessary, move to a place where you can both be seen and heard by others.
- Cohort staff are not allowed to act in any supervisory or advisory capacity (unless carrying out a specific task as part of their duties) at any point with any child or young person staying at the hostel
- Staff, whilst on or off duty, will not smoke, drink alcohol or use inappropriate language in the presence of young people staying at Cohort, St Ives.
- Staff, whilst on or off duty, will not participate in any form of inappropriate behaviour or activity in the presence of young people staying at Cohort, St Ives
- Staff, whilst on or off duty, will not participate in any form of inappropriate behaviour or activity with any young person staying at Cohort, St Ives.
- Staff will treat all young people with dignity and respect
- Staff will not initiate any physical contact with a young person. If a young person initiates physical contact (i.e. a hug), staff will deflect them
- If a young person informs staff of any problem (such as abuse or bullying) which cause you concern, please inform management immediately.
 - Do not agree to keep any information a secret
 - Do take allegations seriously

- Staff should never ask probing questions about a young person's personal circumstances.
 - Your intentions could be misinterpreted, even if you mean well
- If a young person has an accident the group leader / accompanying staff that are in loco parentis are responsible for administering first aid.
 - Immediately inform management of any accidents involving a young person.
- Staff should not share personal details with any child or young person who is a guest of the hostel, including befriending via social media.
- Always respect a child or young person's privacy
 - Do not enter a dorm room without informing first
 - Do not enter a dorm room if there are children or young people alone in there
- Staff should maintain professional behaviour at all times.