



PRISM Youth Project

Expectations of Staff Policy

Dignity at Work

A high standard of behaviour is expected both inside and outside work. Within the workplace please treat all colleagues, both professional and administrative, with courtesy and respect at all times. The pupils with whom we work also have the right to be accorded the same respect.

You need to be aware in your relationships with other agencies that you are the public face of PRISM Youth Project. Please be mindful of how your public comments or criticisms of other agencies may prejudice the PRISM Youth Project framework and the networks in which PRISM Youth Project operates. There are mechanisms in place, which can address issues/problems so please consult with a member of the senior leadership team (SLT).

Dress Code

PRISM Youth Project is a professional organisation and would wish to convey that impression to the public and service users. In the normal course of your work you are expected to adopt what might best be described as 'smart casual' dress. You may plan to spend all day in the relevant work site but unexpected events may mean having to represent the PRISM Youth Project in public or formal arenas. Also, please be mindful that Bradford is a diverse community, each element of which will have its own expectations of dress standards. Without wishing to decree that all staff should wear collar and ties or trouser suits it is not appropriate for example for staff to wear shorts or crop tops. Where uniform is provided, please ensure this is worn. We ask for black or dark coloured trousers with a suitable top if uniform is unavailable.

Court

The court is the most formal of work settings and will require males to wear jacket and tie and females a jacket and trousers or skirt (in keeping with all the agencies who service the courts).

Contact with Service Users

Staff need to maintain a professional relationship with pupils (inside and outside of work).

All staff have a responsibility to avoid becoming involved in a personal way in situations that could bring PRISM Youth Project into disrepute.

Professional and personal relationships must be clearly separated. Individual staff have a personal responsibility to inform SLT when their relationship with a pupil or a former pupil has moved or may move beyond a strictly professional one.

All staff have a responsibility to inform SLT of any concerns that they may have about a colleague's behaviour, actions or relationship with or towards a pupil.

Gifts

No gifts of financial value can be received from a pupil.

Secondary Jobs

You are required to declare to SLT any additional forms of employment.

Family

If you or any immediate family are involved with Social Services (Children's), Police or Probation Service then SLT needs to be informed.

Involvement with the Criminal Justice System

You must notify SLT at the earliest opportunity if you are arrested or charged for an offence (includes driving offences).

Confidentiality

Staff have a duty to ensure that confidential information on service users is dealt with in

accordance with GDPR. Care should be taken in making sure that people seeking information are who they say they are.

No information on pupils should be shared with members of the public. If staff come under pressure from the public to seek or provide information inappropriately this should be brought to the attention of SLT. When working with a pupil any information gained is not your personal information and may need to be shared with other PRISM Youth Project staff or external agencies. Pupils should know that our responsibilities regarding confidentiality are tempered by the need to protect the client or others from harm.

Staffing Operational Issues

Signing In/Out

Health and Safety require that we have an accurate record of who and when staff are present in work.

Time off in lieu (TOIL)

It is recognised that the nature of the job requires working more than contracted hours on occasions. TOIL must be logged with your line manager. The deliberate

accumulation of TOIL is not allowed and you should aim to clear it reasonably quickly. If attaching TOIL to any holiday period this should be noted on your leave sheet and TOIL must be logged on the TOIL form.

Alcohol

You should be clear of any effects of alcohol when reporting for work. No staff should consume alcohol during working hours or at any time when this would impede your ability to do your job.

Smoking

Smoking is not allowed in any of the PRISM Youth Project sites. It is not appropriate to smoke in the presence of young people and staff should not give or purchase cigarettes for pupils.

Annual Leave

Line managers will approve annual leave in accordance with the needs of the school. *Please refer to Job Description re school holidays and leave.*

Health and Safety

All staff have personal responsibility for health and safety in addition to those of management. You should be aware of the health and safety implications of your activities and report any concerns to the Executive Headteacher.

If you have an accident or injury whilst at work you must complete the accident book and form, which can be found in the administration office.

Please ensure you have read the guidelines relating to issues of violence at work. If you are anxious about visiting a service this should be discussed with a member of SLT.

Sickness

All employees are required to phone the office on their first and fourth days of sickness and a doctor's certificate is required after 7 days (**including weekends**). This should be sent to admin. When phoning in please try and give some guidance as to how outstanding work, appointments etc should be handled and do not assume that everyone knows what is in your diary.

Mail received/sent to staff

It has always been our practice to open mail marked 'PRIVATE & CONFIDENTIAL' or 'STRICTLY PRIVATE & CONFIDENTIAL' because the vast majority of items we receive are marked thus, and virtually all of them relate to clients or proceedings and require date stamping/processing without delay. Staff should advise others sending them mail to mark this as follows; **Mail marked 'PERSONAL' or 'TO BE OPENED BY ADDRESSEE ONLY' is forwarded unopened to the addressee.**

Mobile Phone Use

Personal mobile phones should only be used at work for urgent/emergency calls. Non-urgent/emergency calls to be made in agreement with line manager or non office hours. Applies to all staff including Admin.

No photographs or video recording should be made on a personal mobile phone.

In certain situations, mobile phones will need to be switched off i.e. court or meetings.

Telephones should not be used for personal use unless urgent/emergency calls.

It is an offence to use a hand – held phone when driving, even when stopped at traffic lights. Do not use a mobile phone in a moving vehicle if you are the driver.

Service Delivery Issues

Records

Staff have a responsibility to ensure that records of their work are up to date and accurate.

Pupils have the right to access information so please be clear what (information) is factual and what is opinion.

Accidents to Pupils

All accidents to a pupil must be notified to SLT as soon as possible and recorded.

If it occurs out of hours, the Executive Head should be contacted at home.

The pupil must receive appropriate medical attention linked to the severity of the accident.

Staff must exercise due care and attention for the pupil they are working with and who they are responsible for.

Staff to ensure that they pass onto parents or carers appropriate information that may assist them to respond to the accident that has occurred.

This advice is essentially common sense but is to remind staff of our obligations to care for a pupil.

Out of Hours

in the unlikely event of the need for an Out of Hours service or emergency information can be relayed to the Social Services Emergency Duty Team, Telephone: 01274 436500.

Service User Complaint/Compliment

If a service user wishes to complain about the service they have received they can complain via PRISM Youth Project complaints policy.

If a service user wishes to compliment staff for the service, they have received they should be advised to contact the Executive Head teacher.

The Media

Please do not make comment to the press, radio or television unless authorised to do so. Refer instead to the Executive Head teachers.

I.T. Issues

Staff need to be aware that e-mail messages have the same status as letters and therefore will be treated as such. Staff need to be vigilant that any e-mails are therefore appropriate and do not offend.

Misuse of the I.T. System may lead to disciplinary action.

Extreme care needs to be taken when using the portable computer equipment to prevent them from being stolen or damaged. They should not be left in a car unattended and not have personal details on the hard drive.

Staff need to be mindful of their social media presence, ensure all privacy settings are accurately set and that at no time should they accept a friend request from a pupil or former pupil. If they are approached via social media by a pupil or former pupil, a screen shot of the message should be taken and forwarded directly to the Executive Head. The individual pupil should then be blocked from accessing the staff member's social media.