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## DocumentationExtract

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5.3. HumanResourcesPoliciesandProcedures

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# HumanResourceManual

## 17 Conduct

Kibblewants to be an efficient and effective organisation. As part of this, the Centre wishes to be seen as an

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- 6) Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills

17.2.1 As a social service worker you must protect the rights and promote the interests of service users and carers

This includes:

- 1) Treating each person as an individual;
- 2) Respecting and, where appropriate, promoting the individual views and wishes of both service users and carers;
- 3) Supporting service users' rights to control their lives and make informed choices about the services they receive;
- 4) Respecting and maintaining the dignity and privacy of service users;
- 5) Promoting equal opportunities for service users and carers; and,
- 6) Respecting diversity and different cultures and values.

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17.2.4 As a social service worker you must respect the rights of service users while seeking to ensure M a



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x Employees may be required from time to time to work at

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Under such circumstances the relationship must be properly formalised.

Specifically:

- x Staff should only have contact with children in their care, and their families, during work time.
- x Any proposal to undertake extra contract, whether formal befriending or more occasional contact, must be considered and approved in the

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## 17.5.4 YoungPersonInitiating Contact

An example might be that a young person contacts you unexpectedly at home. Be tactful, friendly and keep a professional distance. Make sure that you give away no important personal information about yourself, other staff or young people. It would be best to tactfully bring such contact to an end as soon as possible. Again, all such contacts should be recorded.

## 17.5.5 Safeguarding Personal Information

Be careful with personal information about yourself or anyone else, including, telephone numbers, addresses, email accounts etc. Please do not make any inappropriate disclosures. It is unprofessional to take young people to your home.

## 17.5.6 On going Contact

If you are currently in contact with any ex residents, you must discuss this with the Recorder. The appropriateness or otherwise of such contact can then be agreed and any necessary planning for termination of contact can be initiated.

These procedures apply to all employees of Kibble and failure to follow these procedures may result in disciplinary action. We would expect that in future, former members of staff would also adopt these policies as good practice.

## 17.6 Outside Interests

Employees should abide by the rules adopted by Kibble in relation to private interest and possible conflict with Centre duties. Employees must ensure that any possible conflicts of interest are identified and resolved at an early stage.

## 17.7 Gifts

Employees of the Centre or their families may accept money or gifts from service users or their families.

However in exceptional circumstances when the relationship between a staff member and a service user may be damaged if a gift were rejected, providing the gift is of a token nature e.g. a box of chocolates (families.)

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They should raise the matter either through their line management or with the HR Office. Employees should also draw attention to cases where:

- x They believe there is evidence that the rule of propriety has been breached elsewhere in the organisation but where they have not been personally involved, i.e. "Whistleblowing"
- x There is evidence of criminal or unlawful activity by others
- x They are required to act in a way, which for them, raises a fundamental issue of conscience

Where an employee has reported a matter of improper conduct and believes that the response does not represent a reasonable reply to the issue raised, the matter may be reported in writing to the HR Manager.

## 17.18 After Leaving Employment

Employees should continue to observe their duties of confidentiality after they have left Kibble employment.

## 17.19 Record Keeping

The Centre's HR Office holds employee information, much of which is confidential.

Kibble HR holds information about employees which is processed fairly and lawfully and when information is requested from employees they will be informed of the purposes for which it is required.