



Staff Code of Conduct

Purpose

This Code of Conduct outlines the standards of behaviour expected of all staff, volunteers, and associated personnel working at Project RESET. The aim is to ensure a safe, respectful, and supportive environment for all young people within Project RESET, while always maintain professional boundaries and safeguarding at all times.

Core Principles

All staff at Project RESET must:

- Prioritise the welfare, safety, and wellbeing of young people
- Act as positive role models in behaviour, language, and attitude
- Treat all individuals with dignity, respect, and fairness
- Promote inclusion, equality, and diversity
- Maintain professional integrity and accountability in all actions

Professional boundaries

Staff must:

- Maintain clear and appropriate professional boundaries with young people at all times
- Not engage in any form of inappropriate relationship or communication with young people
- Not share personal contact details or connect via personal social media accounts
- Ensure all interactions are transparent and can be justified

Behaviour and Communication

Staff are expected to:

- Use appropriate, respectful, and non-discriminatory language at all times
- Manage behaviour using de-escalation and restorative approaches



- Avoid shouting, intimidation, sarcasm, or humiliation
- Listen actively and respond to young people in a calm and supportive manner
- Challenge inappropriate behaviour consistently and fairly

Safeguarding Responsibilities

All staff must:

- Always Adhere to Project RESET'S safeguarding policy and procedures
- Remain vigilant to signs of abuse, neglect, or exploitation
- Report any concerns promptly using the designated safeguarding recording system "Record My".
- Never promise confidentiality to a young person where a safeguarding concern exists
- Act immediately if a young person is at risk of harm

Physical Contact

Staff must:

- Avoid unnecessary physical contact
- Ensure any physical intervention is proportionate, appropriate, and in line with training and policy
- Never use physical contact as a form of punishment
- Be mindful of how contact may be perceived by the young person or others

Use of Technology

Staff must:

- Use organisational devices and systems in accordance with policy
- Not communicate with young people via personal devices or accounts
- Ensure appropriate use of online platforms and maintain professional boundaries at all times
- Report any concerns relating to online safety or digital behaviour

Confidentiality and Information Sharing

Staff must:



- Treat all information about young people as confidential
- Share information only on a need-to-know basis and in line with safeguarding procedures
- Store and record information securely using approved systems
- Not discuss sensitive information in public or inappropriate settings

Conduct Outside of Work

Staff must:

- Ensure that their conduct outside of work does not bring Project RESET into disrepute
- Not engage in behaviour that could compromise their professional role or relationships with young people
- Inform management of any issues that may affect their suitability to work with young people

Substance Use

Staff must:

- Not attend work under the influence of alcohol or drugs
- Not consume or be in possession of alcohol or illegal substances during working hours or on site
- Not smoke or vape in the Presence of young people.

Whistleblowing

Staff are encouraged to:

- Report any concerns about the conduct of colleagues or unsafe practices
- Do so without fear of retaliation, in line with Project RESET's whistleblowing procedures

Breaches of Conduct

Failure to adhere to this Code of Conduct may result in disciplinary action, up to and including dismissal. Serious breaches may also be referred to external agencies where appropriate.