

Code of Conduct

1. Introduction

This document is designed to help all Ripon City of Sanctuary (RCoS) management committee members and volunteers to act in line with the values and principles of RCoS, and to promote these values with the people we work with, colleagues and external partners. At all times, RCoS committee members and volunteers must support the national City of Sanctuary Charter. The way we work should always help us to achieve RCoS's vision for asylum seekers to be safe, respected, supported and empowered to build their lives free of persecution.

2. Working with others

When working with clients and colleagues alike, it is important to promote ways of working which are:

Safe

- Protective: always adhere to the RCoS (1) safeguarding (2) equality, and (3) confidentiality & data protection policies.
- Aware of yourself and others: be aware of the power your role gives you, and how your actions and words might come across to other people.
- Clear: try hard to help other people understand what you do and why you are doing it.
- Consistent: make it clear what others can expect from you, and do what you say you will.

Respectful

- Respectful: being careful not to impose your views or opinions on others.
- Sensitive: to different personal and cultural expectations, and to what may have happened to people in the past.
- Considerate: always try and think about things from other people's perspectives, and try and manage expectations.

Supportive

- Open minded: respect the right of other people to hold their opinions, views and beliefs. Be careful not to prejudice, label or stereotype individuals or groups of individuals.
- Co-operative: in how you act, and how you respond to challenges
- Strengths based: working relationships should be based on the assumption that everyone has gifts and strengths, and that our support will help people to discover and value their abilities.

Empowering

- Enabling: find ways of helping people to decide or solve things for themselves.
- Interested and informed about the organisation, the people we work with, and the environment in which we operate. If you don't know or understand something that's important, you should ask questions or try and find out.

3. Working as a team

Effective teamwork at RCoS means:

- Taking personal responsibility: for contributing to the effectiveness and wellbeing of the team.
- Assuming good intentions recognising that people will usually be acting in good faith, and mean well, even if you disagree with them

- Being inclusive: working hard to make sure everyone's contribution is respected, and no-one is left out or excluded by intention or accident.
- Avoiding blame, and learning from our mistakes: all outcomes, positive or negative, should be viewed as learning opportunities, and reflected upon in team meetings, supervisions, etc. as appropriate.
- Managing personal conflict: From time to time, personal conflict may occur within the workplace. When it happens, it is important that our language, behaviour and actions remain professional and constructive. Our group expects everyone to resolve conflict in a way which is timely, constructive and enabling. Bullying, harassment, humiliation and victimisation at work is extremely serious and cannot be tolerated. Everybody must comply with this policy and demonstrate active commitment towards creating an environment that treats colleagues with respect and dignity.

4. Working with other agencies

When working with other agencies, committee members and volunteers will:

- limit their discussions to relevant information, keeping this concise and accurate, and respecting confidentiality
- avoid gossip and speculation, and if they are not clear on something, seek clarification from a member of the management committee before commenting
- never represent RCoS, its management committee, its volunteers, or the people we work with, in a negative light
- ensure that a member of the management committee is briefed about work/discussions with other agencies
- ensure conflicts of interest arising between committee members, volunteers, the people we work with and other agencies are addressed openly and professionally in the appropriate forum and in a timely manner.

On some issues, committee members and volunteers may disagree with the approach taken by RCoS. Whilst working, they will be expected to present and support the organisation's point of view. They must take care not to present personal views as those of RCoS.

5. Working with suppliers and financial conduct

To achieve a consistent level of probity and openness, committee members and volunteers must-

- Abide by RCoS's financial procedures: i.e. purchasing goods through RCoS's purchasing process, using petty cash, claiming mileage etc. Normally the Treasurer should be consulted prior to any financial commitment.
- Always try and get value for money
- Make sure RCoS's services are delivered in line with funding agreements, ensuring that all targets and deadlines are achieved. Where this is not possible, the management committee must be alerted at the first available opportunity
- Not seek to commit RCoS to any contractual obligations which are beyond their level of authority
- Not receive gifts, either real or in kind, from any contracted supplier, and to disclose any such offer to a member of the management committee
- Not disclose any confidential information outside the organisation
- Declare any financial interest or relationship with someone with whom RCoS has a contract or uses as a supplier

All policies and procedures are subject to continuous review and all committee members and volunteers must be proactive in ensuring that they follow up-to-date procedures. Anyone unsure of any procedure or regulation must seek guidance from a member of the management committee.

Date approved: 21 May 2018

Appointed lead: John Mellor
Next review date: 21 May 2019