

Mental Health Navigator Code of Conduct

1. Introduction

- 1.1 Mental Health Navigator C.I.C. is a signposting service dedicated to connecting people to mental health resources. We seek to provide a safe, respectful, supportive and welcoming environment to all our staff, volunteers, and others who may come into contact with our work and activities.
- 1.2 This Code of Conduct applies to all our staff (including employees and contractors) and volunteers. It sets out the minimum standards of behaviour that we expect from our staff and volunteers when working or volunteering for us and what steps we may take should you fail to comply with this Code of Conduct (or any of the policies referenced in it), where appropriate.
- 1.3 This Code of Conduct should be followed in conjunction with our relevant policies in place from time to time, and in particular (where applicable) with our Safeguarding Policy (Adults) and Anti-Harassment & Bullying Policy.

2. Minimum expected standards

- 2.1 We expect you to maintain high standards of honesty, professionalism and personal integrity at all times.
- 2.2 You are responsible for your own actions and behaviour and must avoid any conduct which would lead any reasonable person to question your motivation and/or intentions, or would bring the company into any potential disrepute.
- 2.3 You are expected to understand and recognise the importance of sharing and reporting any concerns about poor conduct and/or inappropriate behaviour including in accordance with our Safeguarding (Adults) Policy.
- 2.4 The same professional standards should always be applied regardless of an individual's gender, race, ethnicity, religion or beliefs, disability, sexual orientation, marital status or age.
- 2.5 You should continually monitor and review your practice seeking help from others with relevant expertise if in doubt to ensure that you follow the guidance contained in this Code of Conduct at all times.
- 2.6 For Advisory Volunteers your attention is drawn to the position of trust and responsibility that you have in relation to the clients you are supporting and you are required to be mindful of this in your interactions and decision-making. The safety and wellbeing of your clients and others who you may come into contact with by virtue of your role (in particular children and vulnerable adults) must always be, paramount.
- 2.7 We expect all our staff and volunteers to:
 - 2.7.1 comply with relevant policies applicable to your role and as amended from time to time;
 - 2.7.2 be an excellent role model, display high standards of behaviour and appearance (disciplined, honest, committed and time-keeping);

- 2.7.3 use appropriate language (avoiding any language that could be offensive, suggestive, sexual or otherwise inappropriate);
 - 2.7.4 act at all times in good faith, and in the best interests of Mental Health Navigator C.I.C.;
 - 2.7.5 exhibit a high degree of personal integrity at all times (including openness and honesty in financial matters, for example when incurring and processing expenses);
 - 2.7.6 respect the rights and feelings of others;
 - 2.7.7 refrain from any behaviour that might be harmful to you, clients or others, and/or the company;
 - 2.7.8 demonstrate a supportive and constructive attitude towards others and maintain the highest standard of professionalism at all times; and
 - 2.7.9 challenge the use of inappropriate language, unsafe, unlawful or poor behaviour from colleagues, fellow volunteers or individuals participating in our tours or events.
- 2.8 The list of conduct above is indicative and not exhaustive and represents the minimum of what we expect of our staff and volunteers.

3. Failure to comply with this Code of Conduct

- 3.1 Any failure to comply with this Code of Conduct (or other policies referenced in place from time to time) will be taken seriously, and we may consider taking steps in response, where appropriate and in line with any relevant policy in place from time to time.
- 3.2 These steps may include for example:
- 3.2.1 requiring the volunteer to undergo additional training;
 - 3.2.2 imposing conditions on how the volunteer works with us;
 - 3.2.3 requiring that the volunteer does not volunteer for us for a period of time or permanently.
- 3.3 In circumstances where we become aware that you may have acted in contravention of this Code of Conduct, we will conduct a proportionate investigation into the alleged incident to establish the facts of the case before deciding what steps should be taken in response, if/as appropriate and in accordance with any relevant policies in place from time to time.
- 3.4 Such an investigation will seek to collate the relevant evidence and will give you an opportunity to respond to the concern/allegation raised against you.
- 3.5 It may be necessary, in some circumstances, to suspend you from volunteering or require that you do not volunteer with us while an investigation is underway.
- 3.6 In cases where alleged conduct involves a safeguarding concern or allegation, we will:

- 3.6.1 put the safety and well-being of the child and/or adult at risk in question first;
- 3.6.2 act in accordance with our applicable Safeguarding Policy; and
- 3.6.3 consider whether we need to make a referral to any relevant statutory agencies (for example, the Local Authority, Police, or Disclosure and Barring Service).

Last reviewed: July 3, 2023

Date of next review: July 3, 2024