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**“Working to Empower the Community”
in Lancashire and Cumbria**

Pamela Beswick - Chief Executive Officer

Community
Legal Service



Help Point

Professionalism at Work

- 1. Confidentiality:** We are a confidential service, that includes within sessions about our Clients & Staff
- 2. Lateness:** This is not acceptable, but in the event of an emergency you must contact your EBC (usually Steph Pearce: 07825207040 or Katie 01524 419021, if they are unobtainable contact your session Lead see contacts list)
- 3. Non-attendance:** If for some reason you are unable to attend sessions you must inform Steph as soon as possible. i.e. if due to sickness you must communicate this ASAP to Steph, before 8.30am that day where possible so a replacement can be arranged
- 4. Interaction:** You must interact with the Children & Parents at sessions. Never stand around, always find something to do (see session guidelines for suggestions)
- 5. Evaluation:** All Staff should be involved with this. Any issues can be discussed within this time, this is a confidential space, if you have anything you need to discuss privately, you can do this with your Team Lead or if you feel more comfortable please contact Steph.
- 6. No Smoking:** You should never leave sessions, we don't have breaks for refreshments etc. unless you have worked for 4.5hrs then you are entitled to 30 mins break. If you do smoke you are asked to do this away from Signposts premises or building we may be using for sessions, and not to have your Signposts T-shirts on display.
- 7. Support:** We, as Staff, are there to support Parent/Carers & the Children, we are not to discuss our own issues, though it is acceptable to say that we are all Parents experiencing similar experiences, if you are reassuring
- 8. Meetings & Training:** All Staff must attend TT team meets & any training.

Charity Registration Number: 1117645

Member of AdviceUK (previously FIAC)

Company Limited by Guarantee: 5990592

Registered in England and Wales



North Lancashire
Teaching Primary Care Trust



INVESTOR IN PEOPLE

Additional major funding from Preston City Council, the FC Scott Charitable Trust and Tudor Trust

9. Appropriate speak: All Staff must speak appropriately during sessions, no swearing, all Talk must be politically correct, you must not talk about your our Personal life unless you are supporting parent/carers to help with Difficulties etc.
DO NOT discuss any families, children, about inappropriate personal experiences ie the night out at the pub, drinking, smoking drugs, sex.