



# Codes of Professional Practice for Staff & Volunteers

April 2023

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AIM and its Parent Carer Champion Network (PCCN) commits itself to the highest standards of professional conduct in all that it does. AIM's PCCN team inspires each other and our beneficiaries to reach our highest standards.

### Innovative – we expect each other to:

- Actively seek to develop new creative effective and efficient ways of achieving AIM's goals.
- Encourage the implementation of new ideas and ways of working through openness and consultation.
- Support innovation by having the motivation to win and the courage to change lives.
- Challenge the boundaries of delivery, support and service to all our stakeholders.

### Nurturing – we expect each other to:

- Recognise and value the unique contribution that each individual makes to AIM and the PCCN.
- Support and value the work of all colleagues.
- Work in collaboration and cooperation with all colleagues across the board.
- Work together as 'one' to develop our common goals and professional relationships.

### Successful – we expect each other to:

- Celebrate success, recognize and reward dedication, achievement and best practice.
- Act on feedback from colleagues, beneficiaries and our clients to continually improve what we do.
- Have high standards and expectations of ourselves and of each other and act with enthusiasm and dedication.
- Work together to achieve AIM's strategic aims for the PCCN and promote our shared values.

### Professional – we expect each other to:

- Take responsibility for continually maintaining, updating and enhancing knowledge, skills and expertise.
- Act in a professional manner in line with AIM's Equality and Diversity Guidelines.
- Dress appropriately, portraying a positive and professional appearance.
- Be accountable for the maintenance of professional standards and challenge unacceptable behaviour.
- Be on time and manage time effectively to the benefit of ourselves and each other.
- Comply with AIM's procedures, policies and best practice across the PCCN.



## Inclusive – we expect each other to:

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- Challenge discriminatory language and practice to promote a safe and positive environment.
- Value the diversity of AIM's PCCN community and promote an inclusive culture.
- Recognise and respect the unique contribution each person makes to AIM and the PCCN.

## Respectful – we expect each other to:

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- Be courteous, honest, polite and open in all communications with colleagues, beneficiaries, customers and external agencies.
- Value and respect the working and learning environment.
- Respond promptly and positively to requests for help, advice and information considering the consequences of our actions on others.

## Enterprising – we expect each other to:

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- Build partnerships with employers and stakeholders in the local community to enhance services to beneficiaries and other clients.
- Co-operate with other organisations and colleagues to achieve our common goals.
- Be ambitious and innovative for ourselves, our PCCN and AIM.
- Act as an ambassador for AIM's PCCN within our Borough of Hounslow.

## Q&A

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### *What is appropriate dress for AIM/PPCN?*

Staff are role models for our beneficiaries. In a classroom and offices smart casual wear is acceptable. Staff should wear clothing that fits the situation and meets health and safety requirements where appropriate.

### *Should I give out my home address or personal phone number to beneficiaries?*

No, this goes against our safeguarding policy and could encourage improper conduct. Beneficiaries should use AIMs contacts only and not be providing personal contact information.

### *What are AIM's Guidelines about gifts and hospitality?*

Gifts to individuals from contractors, suppliers or any organization AIM is connected with cannot be accepted, other than small and relative tokens eg. Promotional merchandise items such as t-shirts, notebooks and pens.