



MATTHEW'S HOUSE

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CODE OF
CONDUCT

**Conduct that promotes and protects
hospitality and hope in the heart of the city**

Matthew's House exists to provide a warm and welcoming building in the heart of Swansea, with the expressed intention of being accessible for the homeless and most vulnerable in Swansea. We aim for it to have the feel of a home where hospitality is experienced by all who enter the doors, regardless of their background, beliefs or circumstances.

To protect our purpose, and our reputation with guests and the city, it is absolutely essential that every member of the Matthew's House family displays good character at all times when serving in Matthew's House. We know this is not always easy, but it is vital in every situation.

Everyone who serves at Matthew's House (whether paid or unpaid, regular or occasionally) must be fully committed to complying with our code of conduct. We know that behaviour breeds behaviour, and when the pressure is on or someone is rude, it really matters how we respond.

Every time you are in a challenging situation remember "The city is listening and watching". This means that how we present ourselves - our speech, conduct and actions - really count for us or against us! Always following the code will ensure that Matthew's House continues to make a good impact!

Respect everybody.

This is a key value. We should respect everyone who comes into Matthew's House, whoever they are or whatever they have done or however they present themselves. We must treat everyone in the way that we would want to be treated.

Treat everybody with dignity and care.

Value people as people, regardless of how they may present themselves or whether they can donate or choose to donate. It is vital that we do not allow our experience or feelings about a particular individual influence the way we speak, act or serve in Matthew's House.

Treat everybody equally.

We do not have favourites. We don't treat people, who because of their own issues or attitudes make themselves hard to like, any differently to anyone else.

Have integrity with everybody.

Please do not swear, be unkind, gossip or act in a manner that might make others feel uncomfortable, unwelcome or lose confidence in the hope found at Matthew's House. What we say and how we say it matters. The fact that many of the guests may swear does not mean that anyone representing Matthew's House has the right to do so. Behaviour like that always harms our reputation.

Maintain confidentiality.

Confidentiality means not telling anyone, other than those who need to know, what an individual has said to you or the problem that they have. It's about not talking about the guests or any issues they may have unnecessarily or inappropriately. It is also about not promising a guest that what they tell us in confidence we will keep to ourselves, as there may

be occasions when they or others may be at risk of harm and we have a duty to share that information.

Be a person of peace.

Occasionally guests will become angry and possibly violent. We must stay calm and not mirror that behaviour ourselves in words or actions. Lower our voice rather than raise it. Address the person politely. Always call for help from a Matthew's House leader.


Be consistent and reliable.

Matthew's House depends on all of us to achieve success in helping those who need help. We need you to be punctual, polite, fair, reliable, consistent, and trustworthy. We appreciate that there are times when life will be tough for you personally, but we simply ask that on those occasions you let us know as soon as possible, so we can make allowance for your absence.


Be a learner and a leader.

No-one is perfect. We all make mistakes, but not everyone learns from their experience. We ask that everyone involved in Matthew's House is committed to learning and helping improve what we do. This means we all must help create a safe environment for anyone to share concerns in a manner that protects privacy and affirms value. We are committed to training everyone to do the role that they have been asked to do. We ask that everyone remembers that others will follow the example they set.

Contact us

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