

# Nanny Criteria and Code of Conduct:

## Our Nanny Criteria:

### **1 - Having at least one professional experience taking care of children**

Having had experience taking care of children in your family and with friends is valuable but unfortunately not enough to start working with us. You need to have experience taking care of children in a professional environment (with a family that you don't know prior to the start of work, getting paid, communicating with the parents, etc).

### **2 - Speaking English**

Since the vast majority of our families are international, and our most nannies too, we have decided that it's crucial for all the nannies to speak basic English in order to better communicate with the families. We also communicate in English on our group chat and the information we share is rarely in Portuguese. Every other language is a big plus for us and the families.

### **3 - Having an up to date nanny CV + recommendation from previous families**

The CV must include your nanny related experience and other abilities that may interest the parents, such as artistic or sport related skills. You can have other jobs listed if you find relevant to the job of a childcarer. You must also have letters of recommendation from other parents, and be open to sharing the contact of at least one of your references so we can contact them in case they have questions about your work. We recommend you look for examples of Nanny CV and Personal statements.

### **4 - Availability to work and good communication**

The nannies must be engaged in the group chat or at least aware of changes made. They also need to be available to answer calls and texts from interested parents. If many complaints (up to 5) have been made related to a nanny, she will be removed from the group.

### **5 - Be educated on the RIE Approach (Respectful Caring) and other alternative child-led and respectful methods of "Educaring".**

"The "Educaring" approach believes parents and caretakers must have respect for infants and trust that they are natural inventors, explorers, and self-learners." Our work as private child-carers is more than looking after children and keeping them safe (although that's of the utmost importance). We need to be aware of all the moral responsibility that comes with teaching values daily as well as being on the same page as parents in order to keep a safe and calm environment for the child where the rules and methods followed don't change from caregiver to caregiver.

## Our Code of Conduct:

### **1 - Kindness, Care & Responsibility**

When babysitting, please perform your duties with 100% dedication to the child and job in hand, ensuring you do everything in your power to protect the safety and welfare of the children in your care. Please deal with the children and parents kindly and responsibly, making them feel comfortable and secure.

### **2 - Punctuality**

Please arrive for the job on time, and in the event of an unforeseen circumstance that means you're running late, try and do everything in your power to inform the parent, with as much notice as possible.

### **3 - Reliability**

Please only put yourself forward for jobs that you know you are 100% able to commit to. Unless it's an emergency, please don't cancel a babysitting gig, nanny interview etc. Doing so may impact on your ability to apply for further jobs.

### **4 - Clear & Thoughtful communication**

Please do your best to communicate kindly and proactively with parents before, during and after your babysitting with them. This includes requests you may have for additional information, updates on your arrival time and also keeping the parent up to date with how things are going during the babysitting.

**We allow you to also share job opportunities you may know about and find last minute replacements within the group, however please read below in which manner to do it:**

- Please keep in mind that not all of the Nannies and Babysitters in the group have the same levels of experience.
- When referring to someone it's on you to check if the person you're referring knows the needs of the family. It's always better to have an open conversation about the job opportunity - example: "I know a family looking for a Nanny with experience with infants to take care of a 3 month old and a 3 year old with First Aid Training...".
- Please be 100% honest about your knowledge and experience when applying for a job, talking to another nanny who may be referring to you or a parent interested in your work!