



Code of Practice

Contents

Terms of Reference	3
Introduction	4
Purpose	5
Our Standards	6
Standard 1 – Be accountable for your actions	7
Standard 2 – Promote & Uphold Privacy	8
Standard 3 – Work in Collaboration	9
Standard 4 – Communicate	10
Standard 5 – Respect a Client's Rights to confidentiality	11
Standard 6 – Strive to Improve	12
Standard 7 – Uphold Equality, diversity and Inclusion	12
Standard 8 – Establish Trust and Confidence	13
Standard 9 – Promote Child's Independence	14
Standard 10 – Protect the Clients from Harm	15
Standard 11 – Uphold Public Trust	16
Standard 12 – Be Accountable for your Quality of Work	17

Terms of Reference

Accountable: Be responsible for the decisions you make.

Client/People who use our services: Parent: custodial/non-custodial, other visiting persons, the child or children, solicitors, court appointed representatives, judge

Collaboration: Working with someone to achieve a common goal.

Competence: The knowledge, skills, attributes and ability to practice safely and effectively without the need for direct supervision.

Omissions: Something in which you fail to do

Our services: All services deemed appropriate within the guidelines of supervised access visits

Our/We: Core Caring Ltd., t/s Supervised Access Ireland (SAI)

SAI: Supervised Access Ireland

Stakeholders: Parent: custodial/non-custodial, other visiting persons, the child or children, solicitors, court appointed representatives, judge, SAI, employees, other agencies

Whistleblowing: Exposing secretive information or activity that is deemed illegal, unethical, or not correct within a private or public organization

You/Your: Employees of Supervised Access Ireland

Introduction

This Code of Practice from Supervised Access Ireland is a document which outlines what is reasonably expected of its employees.

The Code of Practice outlines our set of standards, our ethos and our mission statement with a view to ensure best practice, enhancing our company values and beliefs.

It is a document that is intended to help you understand what the codes are for and what they mean to you as a Supervised Access Worker, employer, client or member of the public.

We have developed this Code of Practice as part of our contribution to raising standards and maintaining those high standards across our services.

It is a list of statements that describe the level of professional conduct and practice required of Supervised Access Workers as they go about their daily work.

This Code of Practice requires that we – the employer – also adheres to the standards set out in the code by supporting Supervised Access Workers in meeting the code and taking appropriate action when workers do not meet expected standards of conduct.

The codes are intended to reflect existing good practice.

The codes are to be used in addition to the company's policies and procedures and it is your responsibility to ensure you have read and understood both documents.

Purpose

As a Supervised Access Worker, you will have criteria to guide your practice and be clear about what standards of conduct you are expected to meet. You are encouraged to use the codes to examine your own practice and to look for areas in which you can improve.

As an employer, we will know what part we are expected to play in the regulation of the workforce and the support of high-quality care and service provision. We are encouraged to review our own standards of practice and policies in light of the standards set out in the code.

The purpose of this code is to set out the conduct that is expected of Supervised Access Workers and to inform clients and the public about the standards of conduct they can expect from those workers. Supervised Access Workers are responsible for making sure that their code does not fall below the standards set out in this code and that no action or omission on their part harms the wellbeing of the clients.

The Code of Practice will provide you with reassurance that you are providing a safe and compassionate service of high standard, and the confidence to challenge others who are not.

This code will ensure that you follow the principles of our mission statement. That being: To provide a quality, tailored, ethical service at all times.

Our Standards

As a Supervised Access Worker you must:

1. Be accountable by making sure you can answer for your actions or omissions.
2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use our services at all times.
3. Work in collaboration with your manager to ensure the delivery of a high quality, safe and compassionate service and support.
4. Communicate in an open and effective way to promote the health, safety and wellbeing of people who use our services.
5. Respect a client's right to confidentiality. Protect their rights and promote best interests.
6. Strive to improve the quality of service and support that we offer our clients through engaging in Continuous Professional Development.
7. Uphold and promote equality, diversity and inclusion.
8. Strive to establish and maintain the trust and confidence of the clients.
9. Promotes the child's independence while protecting them as far as possible from danger or harm.
10. Respect the rights of clients while seeking to ensure that their behaviour does not harm themselves or others.
11. As an access worker, you must uphold public trust and confidence in our services.
12. Be accountable for your quality of work and take responsibility for improving and maintaining your knowledge and skills.

Standards Within this Code

Standard 1: Be accountable by making sure you can answer for your actions or omissions.

- 1.1 Be honest with yourself and others about what you can do. Recognise your abilities and limitations of your competence and only carry out those tasks agreed in your job description and for which you are competent.
- 1.2 Always behave and present yourself in a way that does not call into question your suitability to work as an access worker.
- 1.3 Be able to justify and be accountable for your actions or your omissions – what you fail to do.
- 1.4 Always ask your supervisor or employer for guidance if you do not feel able or adequately prepared to carry out any aspect of your work, or if you are unsure how to effectively delivery a task.
- 1.5 Tell your supervisor or employer about any issues that might affect your ability to do your job competently and safely. If you do not feel competent to carry out an activity, you must report this.
- 1.6 Establish and maintain clear and appropriate professional boundaries in your relationship with people who use our services including colleagues and managers at all times.
- 1.7 Never accept any offers of loans, gifts, benefits or hospitality from anyone you are supporting or anyone close to them which may be seen to compromise your position.
- 1.8 Comply with your employers' agreed ways of working, following all guidelines as set out in the policies and procedures.
- 1.9 Report any actions or omissions by yourself or colleagues that you feel may compromise the safety or care of people who use our services, and if necessary, use whistleblowing procedures to report any suspected wrongdoing.

Standard 2: Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use our services at all times.

- 2.1 Always act in the best interests of people who use our services.
- 2.2 Always treat people with respect and compassion.
- 2.3 Put the needs, goals and aspirations of the child clients of the service first, helping them to be in control and choose the care and support they receive.
- 2.4 Promote people's independence and ability to care and self-care, assisting those who use the service where required.
- 2.5 Always gain consent before providing services, care and support. Respect the child's right to refuse services if they are capable of doing so, if all avenues to encourage the child to engage in our services have been exhausted.
- 2.6 Always maintain the privacy and dignity of people who use our services.
- 2.7 Be alert to any changes that could affect a client's needs or progress and report your observations in line with your SAI's agreed ways of working, as per our policies and procedures.
- 2.8 Always make sure your actions or omissions do not harm an individual's health or wellbeing. You must never abuse, neglect, harm or exploit those who use our services.
- 2.9 Challenge and report dangerous, abusive, discriminatory or exploitative behaviour or practice.
- 2.10 Always take comments and complaints seriously, respond to them in line with agreed ways of working as per your policies and procedures and inform your line manager.

Standard 3: Work in collaboration with your manager to ensure the delivery of a high quality, safe and compassionate service and support.

- 3.1 Understand and value your contribution and the vital part you play in your team
- 3.2 Recognise and respect the roles of your colleagues, including your manager, and those from external agencies where required, and work in partnership with them.
- 3.3 Work openly and co-operatively with colleagues, including those from other agencies when required and treat them with respect.
- 3.4 Work openly and co-operatively with people who use our services, their families or other invested parties and treat them with respect.
- 3.5 Honour your work commitments, agreements and arrangements and be reliable, dependable and trustworthy.
- 3.6 Actively encourage the delivery of high-quality care and support within your role as an access worker.

Standard 4: Communicate in an open and effective way to promote the health, safety and wellbeing of people who use our services.

- 4.1 Communicate respectfully with people who use our services in an open, accurate, effective, straightforward and confidential way.
- 4.2 Communicate effectively and consult with your manager as appropriate.
- 4.3 Always explain and discuss the support procedure you intend to carry out with the clients, ensuring the child understands that you are there for their safety and to ensure the visit goes well, but can be ceased at any time.
- 4.4 Communicate openly and effectively ensuring the adult client is aware that access can be cancelled at any time should you deem it appropriate and necessary.
- 4.5 Maintain clear and accurate records of the visitation and the support you provide. Immediately report to your manager any changes or concerns you have about a persons' condition or state of mind and their ability to continue with the access arrangement.
- 4.6 Recognise both the extent and the limits of your role, knowledge and competence when communicating with people who use our services.

Standard 5: Respect a client's right to confidentiality. Protect their rights and promote best interests.

- 5.1 Treat all information about people who use our services as confidential.
- 5.2 Only discuss or disclose information about people who use our services in accordance with legislation and agreed ways of working as per your policies and procedures.
- 5.3 Always seek guidance from your manager regarding any information or issues you are concerned about.
- 5.4 Always discuss issues of disclosure with your manager.
- 5.5 Treat each person as an individual.
- 5.6 Respect, and where appropriate, promote the individual's views and wishes.
- 5.7 Respect and maintain the dignity and privacy of people who engage in our services.
- 5.8 Promote equal opportunities of people who engage in our services.
- 5.9 Respect people's diversity and different cultures and values

Standard 6 - Strive to improve the quality of service and support that we offer our clients through engaging in Continuous Professional Development.

- 6.1 Ensure up to date compliance with all statutory and mandatory training, in agreement with your manager
- 6.2 Participate in continuous professional development training courses to achieve the competence required for your role.
- 6.3 Carry out competence-based training and education in line with your agreed ways of working.
- 6.4 Improve the quality and safety of the support you provide with the help of your manager, and in line with your agreed ways of working as per your policies and procedures.
- 6.5 Maintain an up-to-date record of your training and development.
- 6.6 Contribute to the learning and development of others as appropriate.

Standard 7 - Uphold and promote equality, diversity and inclusion

- 7.1 Respect the individuality and diversity of the people who engage in our services, including your colleagues and management.
- 7.2 Do not discriminate or condone discrimination against people who use our services.
- 7.3 Promote equal opportunity and inclusion for the people who use our services.
- 7.4 Report any concerns regarding equality, diversity and inclusion to your manager as soon as possible.

Standard 8 - Strive to establish and maintain the trust and confidence of the clients.

8.1 Being honest and trustworthy.

8.2 Communicating in an appropriate, open, accurate and straightforward way.

8.3 Respecting confidential information and clearly explaining agency policies and procedures about confidentiality to people who use our services.

8.4 Being reliable and dependable.

8.5 Honouring work commitments, agreements and arrangements, and when it is not possible to do so, explaining why to management and clients.

8.6 Declaring issues that might create conflicts of interest and making sure that they do not influence your judgement or practice.

8.7 Adhering to policies and procedures about accepting gifts and money from clients.

Standard 9 - Promotes the child's independence while protecting them as far as possible from danger or harm.

- 9.1 Promoting the independence of our young clients and assisting them to understand and exercise their rights
- 9.2 Using established processes and procedures to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practice.
- 9.3 Following practice and procedures designed to keep you and other people safe from violent and abusive behaviour while at work.
- 9.4 Bringing to the attention of your manager any resource or operational difficulties that might get in the way of the delivery of safe supervision and care.
- 9.5 Informing your manager where the practice of colleagues may be unsafe or adversely affecting our standards of practice, support and care.
- 9.6 Complying with company's health and safety policies, including those related to drug and alcohol misuse.
- 9.7 Assisting clients in understanding the policies surrounding the complaints procedures, taking complaints seriously and responding to them or passing them on to the appropriate person.
- 9.8 Recognising and using reasonably the power that comes from your work as an access worker.

Standard 10 - Respect the rights of clients while seeking to ensure that their behaviour does not harm themselves or others.

10.1 Help Clients to identify and manage potential and actual risks to themselves and others.

10.2 Follow risk assessment policies and procedures to assess whether the behaviour of clients presents a risk of harm to themselves or others.

10.3 Take the necessary steps to minimise the risks of clients from doing actual or potential harm to themselves or other people.

10.4 Ensure management and relevant stakeholders are informed about the outcomes and implications of any risks by ensuring full and accurate report writing.

Standard 11 - As an access worker, you must uphold public trust and confidence in our services.

- 11.1 You must not abuse, neglect or harm people who use our services.
- 11.2 You must not exploit people who use our services in any way.
- 11.3 You must not abuse the trust of people who use our services or the access you have to personal information about them.
- 11.4 You must not form inappropriate relationships with clients.
- 11.5 You must not discriminate unlawfully or unjustifiably against our clients.
- 11.6 You must not condone any unlawful or unjustifiable discrimination by people who use our services or colleagues.
- 11.7 You must not put yourself or other people at unnecessary risk
- 11.8 You must not behave in a way, in work or outside of work, which would call into question your suitability to work as a Supervised Access Worker or other person linked to this work.

Standard 12 - Be accountable for your quality of work and take responsibility for improving and maintaining your knowledge and skills.

12.1 Meeting relevant standards of practice and working in a lawful, safe and effective way.

12.2 Maintaining clear and accurate records as required by procedures established for your work.

12.3 Informing your employer about any personal difficulties that might affect your ability to do your job competently and safely.

12.4 Seek assistance from your manager if you do not feel able or adequately prepared to carry out any aspect of your work, or you are not sure about how to proceed in a work matter.

12.5 Work openly and co-operatively with management and treat them with respect.

12.6 Recognise that you remain responsible for the work that you have done or what has been delegated to other workers.

12.7 Recognise and respect the roles and expertise of workers from other agencies and work in partnership with them.

12.8 Undertake relevant training to maintain and improve your knowledge and skills and contribute to the learning and development of others.

Document acknowledgment and agreement

Date:

I confirm I have read this Code of Practice in its entirety and understand the contents of it.

I agree to abide by it and understand that failure to do so may lead to disciplinary action by Management of Core Caring Ltd., t/a Supervised Access Ireland.

I understand that amendments may occasionally be required of the document, which will be notified to me in writing, to which I will need to sign off on.

Name (print)

Name (signature)

Please return a signed copy to Iva Bedzula Prebeg via admin@supervisedaccessireland.com