# Support Worker

# Code of Conduct

* **The support workers should always maintain a professional working relationship between themselves and the staff member they support.**
* **The support worker must remember they are there to support a member of staff. They must maintain strict boundaries between what they are responsible for and what the staff member is responsible for.**
* **When the member of staff is working with a client the support worker’s main function is to take relevant notes and support the staff member as directed. They must not take part in the session unless requested to do so.**
* **Observation, whilst on client visits, is an important part of the role. If the support worker spots something relevant that the member of staff wouldn’t be able to see, they must deal with the discovery appropriately and pass on the relevant information in a professional manner.**
* **Driving is another important part of the role. The support worker must comply strictly with the Highway Code and the laws relating to all aspects of car use. Support workers must be mindful that heavy drinking the night before can still affect their ability to drive the day after.**
* **Support workers must treat all information they learn about clients and personal information about the member of staff with the strictest of confidence.**
* **Support workers must not use any information obtained in the course of their work to benefit themselves or other people.**
* **Support workers must adhere to the employer policies and procedures including those on health and safety, equal opportunities and confidentiality.**
* **If the support worker is going to be absent from work for whatever reason, they must inform the staff member at the earliest possible opportunity so that alternative arrangements can be made.**
* **Support workers must never accept monetary gifts from clients.**
* **Support workers may accept inexpensive gifts from clients e.g. a box of chocolates, but such gifts must be declared to the staff member they support and recorded by the line manager, if appropriate.**
* **The support worker must adhere to the dress code of the employer.**
* **Breaches of any aspect of this code are a disciplinary offence.**