



CODE OF ETHICS IN service user SUPPORT: LIBERTY CHURCH SWANSEA

LIBERTY CHURCH SWANSEA seek to extend Christ's compassion and love to people in crisis. The term "staff" refers to all paid and unpaid workers at any project within our services

- The main aim of any support we offer at LIBERTY CHURCH SWANSEA is to enable people to make informed decisions regarding spiritual lives and social needs and to reach conclusions about their situation, based on the facts and not on fear, panic or pressure.
- Staff must not impose their own views and beliefs on the service user. However, staff are free to share their beliefs when asked to by the service user, in a non-judgemental and non-threatening manner.
- Staff must respect any decisions made by the service user whether they personally agree with them or not.
- Staff will offer support to every service user in a crisis, whatever their decision.
- Where a service user does not continue to work along an agreed pathway of recovery and help, they will be offered the opportunity to receive ongoing support as they need or request help.
- All staff are able to receive an opportunity for debriefing, ongoing pastoral care and supervision from someone in a supervisory role within the Church or leadership team.
- Staff must not exploit their service users financially, sexually, emotionally or in any other way. The service user's integrity and dignity as a person should always be maintained.
- Staff should gain the service user's permission via the Permission to Represent document before conferring with other professional workers or agencies.
- Staff are responsible for communicating the terms on which more long-term support is offered including time scale of any support plan, availability, confidentiality, supervision aspects for the staff, cancelling appointments etc.
- Records of support sessions are confidential but are available to the service user if requested. These records are on kept secure on site and are only accessible to the staff to enable them to be fully supportive of all of our service users.

In the circumstance where staff have grounds for believing the service user will cause serious physical harm to their-self or others around them, the decision to break confidentiality will rest with that staff member and should only be taken as a last resort. Please refer to the Confidentiality Policy for full explanation.

This policy has been created on 21st April 2021 and agreed for use at LIBERTY CHURCH SWANSEA staff and volunteers by Trustees Team 30/05/2021
To be reviewed no longer than 2 years
Next Review 30/05/2023