

# SUPPORT STAFF

You should have a member of the support staff allocated to you to be your Key Support Worker. Your key support worker will not be the only worker who will support you, but they do have the job of overseeing your support and making sure that there is co-ordination between Phoenix House support staff and staff from other agencies who work with you.

It is the duty of your support worker to ensure that you are made aware of Culturally Specific Centres locally. They should guide you in arranging to attend so as to meet your cultural and religious needs. A general list is enclosed.

All Phoenix House staff should:

## **1. Treat you with respect**

Staff should respect your views and choices, provided these views and choices will not cause harm to yourself or others. Staff should not assume that they know best, and if they disagree with you, they should explain what the disadvantages might be but support you in making the decision you have made. They should not be patronizing or rude to you, or put you down in any way.

## **2. Be open and honest**

Staff should be open and honest with you at all times (within the Confidentiality Policy). They should not make promises that cannot be kept or say, they will do things, which cannot be done. If things do not happen as planned, they should explain the reasons for this. They should not avoid answering your questions or finding out the facts for you.

## **3. Not make judgements about you**

You should make the choice about what you want to do with your life and deciding what is important to you. Staff should not make judgments about what sort of person you are, or what you should achieve in your life. They should give you information about what the consequences of different actions might be and guide you in making

decisions, but they should respect your values, and not try to make you live by their own values.

#### **4. Be professional**

Staff at Phoenix House is paid to provide the security and support to enable you to develop your life skills, which includes giving you emotional as well as practical support, but they cannot enter into personal relationships with service users. They must be professional at all times in the way they work with you, which includes, being polite, efficient, and committed to their job. They may use counseling skills to help you, but they are not counsellors, and should help you to find counseling from another agency if you need or want it.

#### **5. Follow the confidentiality policy**

The confidentiality policy should be explained to you clearly. Information is shared within staff teams so that everyone can work with you in a consistent way. All personal data is collected and processed in compliance with the principles of the Data Protection Act. The information will be used to assist in providing support and may be shared with other agencies involved in this process.

#### **6. Tell you about Health, Safety and Security at Phoenix House**

As a service user of Phoenix House, you also have a responsibility for the safety and security of the house and property. Your key support worker will check with you to ensure that you are made aware of, and have read and understood the following:

- House rules
- Health and Safety Policy Statement and Document
- Fire emergency and evacuation procedure