



**EASY
READ**

Our rules for how social workers should behave and how they should do their job

Easy read version of the
**Northern Ireland Social Care Council Standards
of Conduct and Practice for Social Workers**

(There is a separate booklet for the Social Care Council rules for
social care workers).

About this book

- The Northern Ireland Social Care Council wrote this book.
- This book tells you about our rules (known as Standards of Conduct and Practice) for social workers.
- The rules help you know what to expect from your social worker.

You should tell someone if you are worried that a social worker may have broken the Social Care Council rules. If you can, tell your key worker, the care manager or a family member. They can help decide if this is serious and should be reported to the Social Care Council. You can also contact the Social Care Council to speak to one of our staff about it. Our contact details are on the back of this book.

About the Northern Ireland Social Care Council

Our job is to help protect the public. We make sure social workers are able to do their job well and safely. We make sure they behave properly when they are doing their job.

This means that we will:

- Make the rules (Standards of Conduct and Practice) for workers in social care and social work
- Keep a list (Register) of these workers in Northern Ireland
- Check that people who are on the list (Register) are giving Service Users and Carers good care and treating them well.
- Take action when a worker has broken our rules (Standards of Conduct and Practice).
- If we decide to take action, we could make the worker do more training to improve their work. In serious cases, we may stop them from working in care jobs.

Standards of Conduct and Practice (rules) for Social Workers

All social workers who are registered (on the list) must follow the Northern Ireland Social Care Council's Standards of Conduct and Practice (rules).

- The Standards of Conduct tell social workers how they should behave and do their job.
- The Standards of Practice explain the skills and information social workers need to do their job correctly.

The standards will be used to check that social workers are behaving properly and doing a good job. Social workers who break the rules could be taken off the register (list) and not allowed to work as a social worker in Northern Ireland. You can tell someone if think your social worker has broken the rules.



Values in the Standards (rules) for Social Workers

Values are the things (ideas and beliefs) that matter to us and help us to know what is good and right. The Standards of Conduct and Practice say that workers must:

- Respect the rights, dignity (self-respect) of everyone
- Treat people respectfully and with kindness
- Support and help service users to be independent (do things for themselves)
- Always have the needs and wishes of Service Users at the centre of what they do
- Make sure everyone is treated fairly and included
- Make sure that care given is safe and of good quality



The Standards of Conduct for Social Workers

There are six main Standards of Conduct. These are the rules for how a social worker must behave towards service users, carers and the people they work with.

A social worker must:

1. **Protect the rights and support the safety and well-being of service users and carers**
2. **Earn and keep the trust of service users and carers**
3. **Support service users to be independent and safe**
4. **Respect service users rights and keep them safe from hurting themselves or other people**
5. **Behave well so that the public (people who live in the community) trust and respect social work services**
6. **Make sure that they do a good job and keep learning new skills to do a good job**

1 A social worker must protect the rights and support the safety and well-being of service users and carers

This means that social workers should:

- ✓ Treat people as an individual and with respect and kindness
- ✓ Listen well and talk clearly to service users
- ✓ Respect the views and wishes of service users and carers
- ✓ Respect the privacy of service users



2 A social worker must earn and keep the trust of service users and carers

This means that social workers should:

- ✓ Be honest and trustworthy
- ✓ Listen well and talk clearly
- ✓ Keep service users information safe
- ✓ Follow all care agreements and plans
- ✓ Not take or borrow money from service users or carers



3 A social worker should support service users to be independent and safe

This means that social workers should:

- ✓ Make sure service users understand their rights
- ✓ Make sure service users can keep themselves safe
- ✓ Report all problems and risky things to the manager
- ✓ Follow health and safety rules



4 A social worker should respect service users rights and keep them safe from hurting themselves or other people

This means that social workers should:

- ✓ Understand that service users have the right to take positive risks
- ✓ Reduce (lower) any risks of harm or danger to service users
- ✓ Follow the rules of risk assessment



5 A social worker should behave well so that the public (people who live in the community) trust and respect social care services

This means that social workers should not:

- ✗ Abuse or harm service user, carers or other workers or have inappropriate (wrong) personal relationships with service users
- ✗ Discriminate - treat people differently and wrongly
- ✗ Put themselves or other people at risk
- ✗ Behave inappropriately (badly) outside of work or on social networking sites such as Facebook or Twitter



6 A social worker should make sure that they do a good job and keep learning new skills to do a good job

This means that social workers should :

- ✓ Be responsible for their work and the decisions they make
- ✓ Keep good records
- ✓ Let their manager know if there are problems that could make working difficult
- ✓ Help service users and carers to make a complaint if they need to
- ✓ Take any training or learning needed to do their job properly



The Standards of Practice for Social Workers

There are nine main Standards of Practice. These are the rules for how a social worker must do their job well and keep improving their skills and knowledge for their job.

A social worker must:

1. Understand their job role and what they are responsible for
2. Keep up to date with the information and skills they need to do a good job
3. Learn new skills and ways to be a better social worker
4. Make sure the work they do is of good quality
5. Communicate with service users and carers, and involve them in plans for their care
6. Work with others to understand the needs, risks and rights of the people they work with
7. Keep service users safe and support them to achieve their goals
8. Help to make themselves and others better at their job
9. Work well with people from other teams and organisations

1 A social worker should understand their job role and what they are responsible for

This means that social workers should :

- ✓ Know what they need to do to get their job done safely
- ✓ Know and keep up to date with all the rules for their job
- ✓ Use their social work experience to make decisions that are fair and right
- ✓ Keep up-to-date records and reports
- ✓ Work well with others to provide good care
- ✓ Report anything that may be risky or dangerous
- ✓ Reply to comments and complaints about their work



2 A social worker must keep up to date with the information and skills they need to do a good job

This means that social workers should :

- ✓ Keep up to date with information they need and improve their skills to help do their job well
- ✓ Work and keep the rules and guidelines of being a social worker
- ✓ Use information and skills they have learned in every day work



3 A social worker should learn new skills and ways to be a better social worker

This means that social workers should :

- ✓ Check their work and think about how they could make it better
- ✓ Get help and support from their manager (boss) to help make their work better
- ✓ Talk to other people about their work and use this feedback to help make it better



4 Make sure the work they do is of good quality

This means that social workers should :

- ✓ Follow all the rules and guidelines to be a social worker
- ✓ Keep up to date with information and skills needed to be a social worker
- ✓ Work in partnership to meet the needs and goals of service users, carers and families



5 Communicate with service users and carers – and involve them in the plans for their care

This means that social workers should :

- ✓ Be person-centred
- ✓ Work in partnership with service users and carers to make choices about their lives and take part in decision-making
- ✓ Help and support service users and carers to communicate their views and needs
- ✓ Clearly explain to others what their job and role is



6 Work with others to understand the needs, risks and rights of the people they work with

This means that social workers should :

- ✓ Use person-centred approaches (ways) to find out what service users and carers need and want
- ✓ Assess risks that are identified and follow rules to make sure they are managed properly
- ✓ Use their skills to make sure service user's and carer's rights are listened to when making decisions to keep them safe
- ✓ Work in partnership with service users and carers when making decisions and help them to get the supports they are entitled to

HUMAN RIGHTS



7 Keep service users safe and support them to achieve their goals

This means that social workers should :

- ✓ Understand and know how to help and support service users and carers to achieve their goals
- ✓ Understand the rules and know what to do to keep people safe
- ✓ Work with others to help service users and carers to be safe from harm and danger
- ✓ Know what to do and follow the rules if people are hurt or harmed
- ✓ Follow the rules for writing up and looking after the information they keep about their social work with service users



8 Learn new things and share things they know to make their own work and other people's work better

This means that social workers should :

- ✓ Keep themselves safe and well (healthy)
- ✓ Keep up to date with information and skills needed to be a social worker
- ✓ Learn new skills to be a better social worker
- ✓ Share what they know with others to help them to do their job better too



9 Work well with people from other teams and organisations

This means that social workers should :

- ✓ Work well with people in their own teams and from other organisations who are helping to support service users and carers
- ✓ Tell others about the social work rules that help keep service users safe and well
- ✓ Understand the jobs carried out by others to help support service users and carers
- ✓ Share information and carry out jobs on time to help keep service users safe and well



Further Advice & Support

You should tell someone if you are worried that a social worker may have broken the Northern Ireland Social Care Council rules.

If you can, tell your key worker, the care manager or a family member. They can help decide if this is serious and should be reported to the Northern Ireland Social Care Council.

You can also talk to the Northern Ireland Social Care Council about it. You can write, call or email

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**Working together.
Making a difference.**