



The Brothers of Charity Services Ireland values the voice of people supported by the services and recognizes the importance of ensuring that people supported by the services are central to service delivery. To this end the BOCSI National Advocacy Council has compiled the following list of responsibilities for all staff.

Staff Roles and Responsibilities as set out by The National Advocacy Council

<p style="text-align: center;">Respect</p> 	<p>Each individual must be treated with dignity and respect at all times.</p>
<p style="text-align: center;">Trust</p> 	<p>Staff should be trustworthy.</p> <p>Staff should keep private information about each person confidential.</p> <p>If staff need to talk about confidential information they should find a private place to talk.</p>



Talking about private information in front of us or spelling words out to each other or whispering in front of us, about us or about anyone else is not respectful.

Support us to Participate



Staff should make every effort to support people to participate in a variety of activities including community based activities of our choosing.

Support Us to Make Our Own Decisions



Everyone has the right to make their own decisions and choices for their lives. Staff should encourage this at all times.

It is important for staff to get to know us and our preferences.



These routines will include, food and activity choices and also important life decisions like where I live, Important friendships, relationships and contact with family.

Be Prepared to be Flexible and open to Trying New Things



Staff should be flexible in the hours they work and the activities they support.

Staff should make an effort to get involved in the activities they are supporting, if the person they are supporting wants this.

Speak Up



Staff should encourage us to speak up for ourselves or speak up with us when we need their support.

Staff may act as advocates for people but will check if people want this first.

They will give support where needed to make sure rights are respected.

Staff should speak up if they see that people supported by the services rights are not being respected.

Supporting Communication Needs



Staff should be able to communicate with the people they support in each individual's preferred communication style.

There are different ways to communicate and staff should be open to learning new ways.

It is very important that staff make a commitment to communicate with people in a way they are comfortable.

Provide Safe Transport



We would like that staff be able to drive.
Staff should drive safely at all times.
Staff should not use phones while driving.

Time Keeping



Staff should be on time for work, they should be reliable and be organized.

Mobile Phones



Staff should not be using personal phones or be on social media while supporting someone.

Unless this is a work related issue.

Personal Preference



Staff should respect what people want, especially our daily routines and personal care preferences.

Supporting Money Management



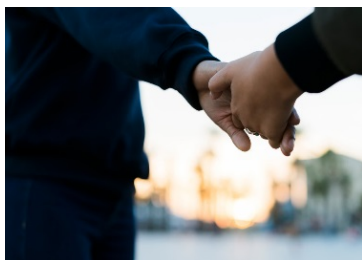
Each person should be supported to understand and be in charge of their own money.

Some people do need help. Some people will choose to have staff support to use their money.

A person should have their own money management plan.

Each person should have choices about how they wish to spend their money.

Support Relationships



Staff should support people to develop and maintain all relationships including couples, friends, family and people from the wider community.

It is the person's choice who they wish to have a relationship with or not have relationships with. Staff should respect each person's privacy.

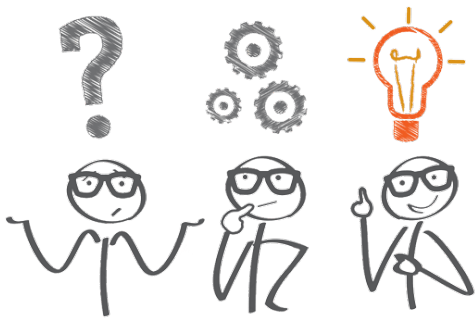
Person Centred Supports



Staff should support people to be involved in the day to day planning of their service.

Staff should advocate to ensure a good quality person centered service for everyone.

Problem Solve



Staff should be able to problem solve and plan day to day giving people choice in every aspect of their lives.

Developed by: The Brothers of Charity Services Ireland
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