



Code of Conduct – Occupational Health Technicians [OHT]

Introduction

This code has been prepared for OHTs working under the supervision of a registered health professional, to provide occupational health services to employers and their workforce. It recognises that how you act and the way in which you talk to people has a direct impact on the way they think and feel about the services you provide. It sets out the minimum standards of behaviour that are expected of you, so that the people you work with, whether clients or colleagues, feel safe, respected and treated well. Your employer may have more standards that you also need to meet and it is your duty to make yourself aware of these too.

The Standards

1. Keep People Safe

- 1.1 Make sure that nothing you do or fail to do causes any harm to any person that you deal with in the course of your work.
- 1.2 Only carry out those duties that you have been trained and assessed as able to perform.
- 1.3 Recognise the range and limits of your role when giving information to service users.
- 1.4 Seek guidance from your supervisor if you are unsure about any aspect of the work you have been asked to do.
- 1.5 Admit mistakes immediately and use them as an opportunity to learn.
- 1.6 Challenge unacceptable behaviour towards others.
- 1.7 Take complaints seriously and respond responsibly.
- 1.8 Raise concerns promptly through the appropriate channels.
- 1.9 Maintain professional boundaries in your relationships with service users.

2. Treat People Well

- 2.1 Prioritise, respect and protect the health and welfare of people at all times.
- 2.2 Treat people as individuals who have the right to make their own life choices, and respect their decisions provided they do not affect the safety and interests of others.
- 2.3 Work in a way that is open, honest and trustworthy.
- 2.4 Give service users information on what you plan to do, in a form that they can understand, so that they are able to give or withhold their consent to your actions.
- 2.5 Treat all service users sensitively, fairly and without bias; provide the same high standards to every person, every time.
- 2.6 Respect and maintain each person's right to confidentiality.
- 2.7 Protect their privacy and their dignity.
- 2.8 Remain impartial in the relationship between employer and employee.

3. Work Well

- 3.1 Be an active part of your team; communicate, co-operate and support each other so that the team can give the best service possible.
- 3.2 Value and respect the knowledge, skills and experience that you and others bring to the team.
- 3.3 Share concerns as a team and seek solutions together to maintain service quality.
- 3.4 Participate in case management, clinical supervision and performance appraisal.
- 3.5 Show consideration towards the health and well-being of your colleagues.
- 3.6 Be reliable regarding your work commitments or if circumstances prevent this make sure there are alternate arrangements in place where practicable to do so.
- 3.7 Work co-operatively with others outside of the team to support the interests of the service user and the quality of service delivery.

4. Take Responsibility

- 4.1 Be confident that you can explain your actions and decisions if asked to do so.
- 4.2 Keep accurate records, stored in a safe and secure manner to protect personal data.
- 4.3 Seek guidance regarding the disclosure of information when required to do so in the interests of public safety.
- 4.4 Challenge discriminatory, manipulative, abusive, neglectful or dangerous behaviour and escalate concerns through appropriate channels.
- 4.5 Attend essential training and keep your knowledge and skills up to date.
- 4.6 Maintain a record of your training and other learning activities.
- 4.7 Support the learning of other team members, as appropriate.

Using this Code of Conduct.

These standard statements are intended to help you:

- Find out whether you are doing what is expected of you.
- Think about whether you need any further information, instruction or training to do your job well.
- Make changes in the way you practice to improve the service given to users
- Have courage to flag any concerns that you have about the standards of service, to your supervisor or line manager

For other supporting information, refer to:

- Skills for health
- <https://www2.gov.scot/Resource/Doc/288853/0088360.pdf> and workbook at http://www.hcswtoolkit.nes.scot.nhs.uk/media/3260/final_hcsw_workbook.pdf