

## CONFIDENTIALITY

The Staff Welfare Service is essentially a confidential one. Confidentiality is assured within the boundaries of Shetland Islands Council policies. Respect will be paid to protecting personal sensitive information.

We will, if required, obtain written consent before acting on behalf of a staff member.

Absolute confidentiality is assured unless in circumstances where someone's Health and Safety are at risk. If information of this nature is revealed it would be the duty of the Staff Welfare Officer to report to the appropriate staff.

A full written statement outlining the boundaries of confidentiality can be provided.

A brief electronic record will be kept of all contacts for a minimum period for monitoring purposes.

Any statistical information required by the authority will be displayed in such a manner as to mask the identity of people.

## Contact Details:

Wendy Borrill  
Staff Welfare Officer  
The Janet Courtney Halls of Residence  
Gressy Loan  
Lerwick  
Shetland  
ZE1 0YB

Tel: 01595 744580

Email:

[staff.welfare.officer@shetland.gov.uk](mailto:staff.welfare.officer@shetland.gov.uk)

Individuals or their managers can contact the Welfare Officer directly by email or telephone during officer hours Monday—Thursday, or a 24 hour confidential answer phone.

If you have any questions or comments about the Staff Welfare Service, please contact the Executive Manager, Human Resources on: 01595 744577



# STAFF WELFARE SERVICE



Shetland Islands Council

## OUTLINE OF STAFF WELFARE SERVICE

The welfare and wellbeing of employees at all levels of the organisation is of concern to SIC.

The main purpose of Staff Welfare is to provide information and guidance to employees who need help, support and advice on issues which are affecting them at work.

The Welfare Office will provide easily accessed and confidential welfare support service. The role is to assist colleagues by listening to their problems and to provide help and support where they can, however, they cannot act as an Advocate for employees.

Managers or individuals may wish to access the Welfare service for many different reasons including: absence due to anxiety or depression, bereavement, hospitalisation, diagnosis of a serious illness, suspension due to disciplinary investigations, long term absence from work, early retirement, continued poor work attendance and for alcohol or drug problems.

## COMMITMENT TO STAFF WHO USE THE SERVICE

To ensure that any staff member who seeks support has a clear understanding of the type of support being offered to them and that the Welfare Officer can remain in contact, if requested, until the means are found to resolve the difficulties affecting work.

The values which underpin the Welfare Service are that it:

- Is non-judgemental and will treat employees with impartiality, honesty and esteem
- Respects the confidentiality and dignity of the individual
- Enables the individual to explore their own thoughts and feelings
- Strived to empower staff to help themselves resolve their problems

The Welfare Officer will work in ways which promote the individuals control over their own life, respects their ability to make decisions and honours the entitlement to their own beliefs and values.

## WHAT HAPPENS WHEN YOU ACCESS THE SERVICE

Referrals can come to the Welfare Officer from managers, colleagues or individuals.

If it is a general advice query regarding sources of help, the information can be given by email, phone or by arranging a meeting.

When the support of Staff Welfare is sought for more complex matters it is preferable, where possible, to meet face to face.

Appointments will be made to suit the employee and they can be in the Welfare Officers private office, their own workplace or in a neutral venue. The Welfare Officer can travel all over Shetland to meet staff and meetings can also be arranged out with normal office hours.