



Banc Ceannais na hÉireann
Central Bank of Ireland
Eurosystem



Human
Resources

Employee Assistance Officer Code of Practice

Applicable to: All Employees

Policy Owner: HR Advisory Manager, Human Resources
Division

Code of Practice for the Central Bank of Ireland (CBI)

Employee Assistance Service

1.Introduction

This code of practice constitutes guidelines for the Employee Assistance Officers in the CBI in the exercise of their professional role

2 Definitions

In this Code of Practice, the following terms have the meanings given to them below:

“**EAO**” means Employee Assistance Officer.

“**EAS**” means Employee Assistance Service.

“**Client**” means any client of the EAS: either a management referred client, self-referred client or other referred client to whom Employee Assistance services are being or have been provided by an EAO or the EAS.

“**Client Record**” means all information recorded in whatever medium by any EAO relating to Employee Assistance services provided by that EAO to any Client.

3 Professional Competence and Responsibility

3.1 EAOs will at all times work to the highest standards in their profession and promote the Employee Assistance Service in the CBI.

3.2 EAOs will not attempt to provide services for which they do not have the relevant expertise and will make referrals where appropriate.

3.3 EAOs will engage in regular individual professional Supervision to monitor their provision of the service.

3.4 EAOs will conduct themselves in their professional activities in a manner which does not denigrate other officers for the sake of promoting their own interests.

3.5 EAOs will conduct themselves in a manner that does not undermine staff confidence in EAOs’ ability to carry out their duties.

3.6 EAOs will not allow any personal obligation or prospect of gain or loss or any other circumstances, which might present a conflict of interest, to affect their professional conduct.

3.7 EAOs will not engage in the provision of EAO service at a time when their physical or psychological condition or their ability or professional judgement is impaired by the influence of alcohol, drugs or illness.

4 Confidentiality

- 4.1** EAOs will take all reasonable steps to ensure safety of clients. Confidentiality is the primary means of providing the client with safety and privacy. The maintenance of a relationship of trust between EAOs and clients is critical to credibility and success of the EAS as a whole.
- 4.2** In situations where clients self-refer to the EAS, any discussions between the EAO and the client are confidential. Third parties will not be involved without the prior knowledge and consent of the client except:
- (i) in life-threatening situations;
 - (ii) where the EAO becomes aware of a breach in criminal law;
 - (iii) in serious situations where the concealment of information would compromise the EAO;
 - (iv) where the EAO is being compromised in any way.
- 4.3** In situations where a client is referred to the EAS by a line manager or by the Human Resources Department and progress reports are requested, any proposed feedback or report will be discussed with the client in advance.
- 4.4** EAOs will as a matter of course advise clients of any situation where limitations of confidentiality might arise.
- 4.5** In cases of alleged bullying/ harassment/sexual harassment, clients will be advised of the policy document for the CBI *Appropriate Workplace Behaviour*

5 Record Keeping

- 5.1** All records created and held will comply with the provisions of the Freedom of Information Act and Data Protection Act.
- 5.2** EAOs in compiling a Client Record will use all reasonable efforts to ensure that the record is accurate and current.
- 5.3** Records will contain only such information as is directly related to and necessary for, the provision of Employee Assistance services to the Client and does not include speculation or value judgement about that Client or any other party.

6 *Client Protection*

- 6.1** To preserve the integrity of the EAS the best interest of the client will always be upheld while giving due regard to the organisation's (the CBI's) right to meet its own responsibility.
- 6.2** EAOs will be conscious of maintaining the integrity of the client/EAO relationship in their everyday dealings with colleagues.
- 6.3** EAOs will not exploit or discriminate against clients in any way.

7 *Complaints and Disciplinary Procedures*

- 7.1** Any complaint in relation to the Employee Assistance Service will be subject to the usual CBI grievance and disciplinary procedures. In all cases clients are free and encouraged to address their complaints to the Head of HRD.