

## Personal and Professional Boundaries

### BACKGROUND:

The nature of the course allows candidates to explore and discuss the finely balanced relationship between client (vulnerable) and staff member (professional) and the development of appropriate professional boundaries. The course focuses on safeguarding staff, clients and the organisation. The importance of dynamic risk assessment, and the dangers of crossing professional boundaries.

### TARGET GROUP:

All staff who have contact with clients, and also line managers who have the responsibility of supervising support staff and anyone who wishes to gain an understanding of the issues staff members encounter when dealing with client focused relationships.

### COURSE AIMS:

The course is designed to assist those who have regular contact with clients/service users to develop and explore their relationships whilst observing professional boundaries, also support supervisors to identify and be proactive when dealing with areas of concern.

### LEARNING OUTCOMES:

1. Identify the requirements and expectations of Professional Boundaries contained in Best Practice Frameworks/Policies & Procedures
2. Recognise the dangers inherent in the creation of personal relationships with Service Users
3. Awareness of Professional Boundaries when working with other Agencies: Confidentiality & Data Protection Act 1998
4. Recognise the value of continuous (Dynamic) situational risk assessment
5. To be able to use a range of methods to raise concerns, seek advice & information about personal & professional boundaries.

### ORGANISATIONAL BENEFITS:

As well as supporting good practice and expand knowledge of Policies & Procedures, Support staff will be equipped to confidently manage the difficult client/worker relationship. Organisation has safe working practice in place ensuring staff and clients have professional supported relationships.

**Costs: £700 + VAT for 12-14 people, at your venue**  
(Including all materials)

For further information or to reserve your place contact Steps Training on **02920 095300** or email [info@steps-training.co.uk](mailto:info@steps-training.co.uk) @ St Line House, Mount Stuart Square, Cardiff Bay, CF10 5LR