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As a UWU caseworker, maintaining the confidentiality of member information is paramount. This policy outlines the expectations and responsibilities regarding the handling of confidential information.

Commitment to Confidentiality

1. Respect for Privacy:

- All caseworkers must respect the privacy of members and ensure that all personal information is kept confidential.
- Member information should only be disclosed with the member's informed consent or as required by law.

2. Secure Handling of Information:

- Member records must be stored securely, whether in physical or digital form, to prevent unauthorised access.
- Access to member information should be limited to authorised UWU personnel only.

3. Professional Conduct:

- Caseworkers must refrain from discussing member information in public or non-secure settings.
- Conversations about members should be conducted in private and professional environments.
- Caseworkers may hold philosophical beliefs on political or contested issues. Such views should not be shared with members unless beneficial to the case.

Breach of Confidentiality

1. Reporting Breaches:

- Any breach of confidentiality must be reported immediately to the General Secretary or Executive Committee.
- An investigation will be conducted to assess the breach and implement corrective actions.

2. Consequences:

- Breaches of confidentiality may result in disciplinary action, including sanctions up to and including expulsion from the union.

RELEVANT POLICIES

Ethical Standards

1. *Professional Integrity:*

- Caseworkers must adhere to the highest standards of integrity, honesty, and professionalism in their interactions with members, colleagues, and other stakeholders.

2. *Ethical Decision-Making:*

- Caseworkers should use ethical decision-making frameworks to guide their practice and resolve dilemmas.

Conflict of Interest

1. *Avoidance of Conflicts:*

- Caseworkers must avoid situations where personal interests could conflict with professional duties.
- Any potential conflicts of interest should be disclosed to the General Secretary or Executive Committee immediately.

2. *Managing Conflicts:*

- If a conflict of interest arises, appropriate steps must be taken to manage and resolve the conflict in a transparent and ethical manner.

Non-Discrimination and Cultural Competency

1. *Commitment to Equality:*

Caseworkers must provide services without discrimination based on protected characteristics as defined by the Equality Act 2010 or on any basis such as class or economic status.

2. *Cultural Sensitivity:*

Caseworkers should engage in ongoing cultural competency training to better understand and serve diverse member populations.

Documentation and Record-Keeping

1. *Accurate Documentation:*

- All member interactions, assessments, and case plans must be documented accurately and comprehensively.

2. *Timely Updates:*

- Member records should be updated promptly to reflect any changes in the member's situation or service plan.

Professional Development

1. *Continuous Learning:*

- Caseworkers are encouraged to pursue ongoing professional development and training opportunities to enhance their skills and knowledge.

2. *Supervision and Support:*

- Regular supervision and peer support meetings are essential for professional growth and maintaining high standards of practice.

Reporting and Accountability

1. *Incident Reporting:*

- Any incidents or concerns regarding member safety or ethical issues must be reported immediately to a supervisor.

2. *Accountability Measures:*

- Caseworkers are accountable for their actions and decisions and must be prepared to explain and justify their professional conduct.

By adhering to this confidentiality policy caseworkers ensure they provide high-quality, ethical, and respectful services to their members while maintaining the integrity and trust essential to the union profession.