

# Professional boundaries for sheltered and supported housing staff

Spring workshops 2012



Are your staff able to operate within clear professional boundaries? Do they understand the risks of crossing these boundaries? Are they able to find the correct balance between compassion and maintaining a professional distance?

If these questions have set you thinking, then this course is for you and your staff.

Clear professional boundaries are essential if organisations are to deliver a high quality professional support service. Staff must understand the nature and limits of their roles and to be able to recognise the 'grey areas' where they are at risk of crossing their professional boundaries.

This course will enable sheltered and supported housing staff to define the limits of their roles and understand the need for clear professional boundaries. It will help them to identify the particular areas where boundaries are at risk of being crossed. Using typical scenarios, it will describe good practice around operating professional boundaries.

## COURSE CONTENT

- Codes of conduct and why we need them
- The legal and regulatory requirements for a code of conduct and professional boundaries
- The limits of clear professional boundaries
- The customer/worker relationship in this context
- How to recognise 'grey areas' where professional boundaries are at risk of being crossed, and the associated risks
- Good practice that can be implemented in the workplace.

## WHO SHOULD ATTEND?

All frontline staff working in supported and sheltered services, and their managers.

## OUR TRAINER

Our trainer has extensive experience of delivering professional boundaries courses. She has over 30 years' experience of working in the supported and sheltered sector, and has trained both frontline staff and managers across the UK. The course is designed to be both informative and participative and can be tailored to your particular requirements.

Tuesday 1 May 2012 | London

Thursday 3 May 2012 | Birmingham

Wednesday 9 May 2012 | Manchester

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### How to book

- Online:** For our online booking form, go to: [www.hqnetwork.co.uk/forthcoming\\_events](http://www.hqnetwork.co.uk/forthcoming_events)  
**By post:** Complete this form and send it to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA  
**By fax:** Fax us on 0845 4747 006 (*a fax transmission will secure a firm booking if places are available*)

**PLEASE DO NOT SEND ANY PAYMENT!** We will confirm your booking and send an invoice to you.

We are considering introducing credit card payments for delegate places - would you be likely to use this option? Yes  No .

**Who are we?** HQN Limited is a housing consultancy and training company providing high-quality advice and support to councils, ALMOs, housing associations and other housing providers. Our subscription service, The Housing Quality Network, has around 650 members, who are kept up to date on policy and best practice via briefings, workshops and our electronic information bank. We also run specialist networks for practitioners on a range of housing issues and provide interim and project management services. To find out more, visit our website at [www.hqnetwork.co.uk](http://www.hqnetwork.co.uk), or call us on 0845 4747 004.

**Delegate fees** The cost of this event is £250.00 for one delegate (plus VAT at the applicable rate).  
Discounts are available on multiple bookings – £225.00 per delegate (two bookings) (plus VAT at the applicable rate).  
£200.00 per delegate (three or more bookings) (plus VAT at the applicable rate).  
The fee includes refreshments, lunch\* and an information pack.

Please state which venue(s) you wish to book for (*tick boxes required*)

London | 1 May  Birmingham | 3 May  Manchester | 9 May

		Fee payable (incl. VAT)
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
To enrol additional delegates, please photocopy this form.		<b>TOTAL</b> £ :

Name of person making booking	Order no.
Organisation	
Job title	
Email address	Tel no.
Invoicing address	
	Postcode

**Bookings:** Bookings are subject to HQN Limited's conditions dated 23 February 2005, a copy of which can be obtained from our offices, free of charge.

**Cancellations and substitutions:** A full refund will be given if a cancellation is made 28 calendar days or more prior to the event, and a 50% refund if a cancellation is made 15-27 calendar days prior to the event. We regret that no refund can be given if a cancellation is made 14 calendar days or less before the event. Cancellations must be made in writing, and will be acknowledged by HQN Limited. There is no refund for non-attendance, but delegates may be substituted at any time.

**Guarantee:** As with all our events, our guarantee is that if a delegate attends this event and for any reason does not find it worthwhile, we will refund their delegate fee in full. To take advantage of this guarantee, the delegate fee must be paid in full prior to the date of the event.

\* Please let us know if a delegate has any particular needs, including dietary, and we will do everything possible to meet their requirements.

Booking Form

**hqn**  
training