



NuLife Champions Code of Conduct

NuLife Champions supplement counselling and casework services and add value to the support this charity hopes to give to our clients.

This Code of Conduct outlines the expected behaviours, responsibilities, and ethical standards that all NuLife Champions are required to adhere to.

Overview :

- Abide by NuLife's operating policies and procedures.
- Ensure proper facilitation of counselling sessions with assigned clients.
- Maintain clear communication with the NuLife Champions coordinator.
- Submit all counselling reports to the NuLife Champions coordinator promptly.
- Do not offer or accept any money or gifts from your clients. Handwritten cards are acceptable.
- Do not divulge your personal address and/or email address to your clients.

General Conduct :

- Be polite, empathetic, and firm when interacting with your clients.
- Be punctual and regular for all counselling sessions with your clients.
- Dress neatly for all counselling sessions, be it face-to-face or online.
- Inform the NuLife Champions coordinator immediately if you are made aware of any conflict of interest with your assigned clients.
- Inform the NuLife Champions coordinator of any change in your personal or professional situation.
- Do not accompany clients to their personal appointments and/or to external agencies unless specifically assigned by the NuLife Champions Coordinator.



Supervision :

- NuLife ensures clients are assigned to selected counsellors with the requisite skills and/or experience. It is your professional responsibility to highlight concerns (*if any*) and seek supervision as and when required.
- NuLife Champions qualify for 30 minutes of supervision for every 4 hours of client contact time. These sessions will be organised by the NuLife Champions coordinator.
- Please inform the NuLife Champions coordinator if you would like to schedule a supervision session with the in-house supervisor.

Communication :

- Respond promptly to your clients in the respective client chatgroups.
- If a client privately messages you, gently but firmly redirect them back to the client chatgroup.
- If you encounter any difficulties engaging with a client, contact the NuLife Champions coordinator.

Confidentiality :

- Ensure your client is in a private and quiet environment that is conducive for a counselling session. If you notice that the client is not in a private setting and/or have distractions in their immediate environment, politely inform the client that the session cannot continue and must be rescheduled. Inform the NuLife Champions coordinator once you have closed the online meeting.
- Do not take any photographs, audio and/or video recordings during your counselling sessions unless prior consent has been sought from your supervisor.
- When working on your case notes and counselling reports, ensure these documents are kept securely in your laptop and are only accessible by you.
- Do not keep any hard copies of your case notes and counselling reports.
- Keep self-disclosure to a minimum.