

Working to CAPS' Values



CAPS constitution says:

CAPS' *purposes* are to advance and promote human rights; facilitate community development and educate people about mental health issues through the provision of:

- 1. independent collective advocacy to people who are experiencing, or have experienced mental health issues or disadvantage;*
- 2. independent individual advocacy to people experiencing disadvantage and who need help to express their views and wishes;*
- 3. education and information sessions informed and led by people with experience of mental health issues.*

CAPS' core *values* mirror the 2019 Scottish Independent Advocacy Association's Principles and Standards:

- Independent advocacy is loyal to the people it supports and stands by their views and wishes.
- Independent advocacy ensures people's voices are listened to and their views taken into account.
- Independent advocacy stands up to injustice, discrimination and disempowerment.

These purposes and values are reflected in all CAPS' policies and procedures. The purpose of this policy is to provide a summary of the way CAPS expects people to uphold these organisational values in their everyday work with us.

All people working with CAPS should uphold CAPS' values and purposes and must:

Abide by the law.

Not say or do anything which may damage CAPS' reputation.

Always act in the best interests of the organisation.

Be open and honest about any possible conflict of interest which may arise and discuss this with line management.

'A conflict of interest is a situation in which a person has a private or personal interest which might appear to influence the decisions they make during the course of their work with CAPS.' For example: This could include other employment, personal relationships etc.

Respect others' privacy and ensure confidentiality is maintained.

Use respectful language and listen respectfully to other people.

Include and respect everyone as equals (*i.e. regardless of ethnic origin, disability, background, gender, sexuality, religious beliefs*)

Respect everyone's point of view and beliefs even if these differ from your own personal beliefs and opinions.

Avoid openly displaying allegiances that may be contentious and may affect your relationship with an advocacy partner and/or with colleagues.

Work together as part of a team to achieve shared goals.

Honour work commitments and where this is not possible inform a line manager as soon as reasonably possible. (If your line manager is not available it may be necessary to inform another line manager or one of your colleagues)

Be aware that CAPS' work influences and affects others and be conscious of the impact your role and actions may have on others.

Report any work-related concerns to a line manager.

Look out for any potential risks and do your best to minimise these to keep yourself and others safe.

Remember that CAPS is a charity and keep expenses to a minimum wherever possible.

Be aware of CAPS' Policies and Procedures and follow these.

Approved by CAPS Management Committee on 21 October 2016. Updated 11 April 2024, E J Crawford CAPS Independent Advocacy is a Scottish Charitable Incorporated Organisation. Scottish Charity No. SC021772