

NEW HAMPSHIRE RESIDENT SERVICE COORDINATION CODE OF ETHICS

Mission

The mission of the Resident Service Coordinator in New Hampshire is to promote independence, self-sufficiency and quality of life for residents, while they maintain dignity and individuality in a safe living environment. The Resident Service Coordinator is committed to working with people in an ethical and professional manner that is non-judgmental, non-intrusive and confidential and that promotes empowerment, autonomy and self-determination. The Resident Service Coordinator provides information that promotes well being, health and safety and links residents to available and appropriate resources.

Core Values

- Integrity
- Professional Competence
- Dignity and Worth of the Individual
- Advocacy
- Confidentiality

The Resident Service Coordinator...

Integrity:

- Conducts him/herself in an ethical manner.
- Acts in accordance with the highest standards of the profession.
- Is sincere, honest, trustworthy and dependable.

Professional Competence:

- Strives to become and remain proficient in professional practice.
- Understands and adheres to role and responsibilities.
- Recognizes and adheres to appropriate boundaries.
- Communicates clearly and effectively.

Dignity and Worth of the Individual:

- Values and respects the uniqueness of each person while being mindful of individual differences.
- Acts in a non-judgmental, empathetic, non-intrusive, non-patronizing and respectful manner.

Advocacy:

- With authorization, acts on behalf of residents to access services, benefits, and other necessary supports, including the promotion of self-advocacy.
- Acts on behalf of the residential community and the community at large.

Confidentiality:

- Respects and ensures the resident's right to privacy.
- Does not disclose resident information without consent within the confines of legal mandates.

Ethical Standards of Practice

New Hampshire Resident Service Coordinators (RSCs) are committed to upholding and advancing the mission, values, knowledge and ethics of the profession. RSCs recognize they have a responsibility to a variety of stakeholders including residents and their families; their housing management company and employer; their colleagues; the profession; their funders as well as the community at large. The RSCs' conduct must be in accordance with the ethical standards of the profession in order to ensure quality service coordination and reduce liability concerns.

The Resident Service Coordinator...

- Promotes resident-driven service coordination.
- Advocates and promotes ability rather than disability.
- Advocates, empowers and encourages residents to be proactive in meeting their social, psychological, economic and physical needs.
- Promotes and respects the right of residents to age in place safely, in the least restrictive environment possible.
- Values and advocates for the quality of life of each resident and the resident population at large.
- Believes in and supports the right of choice and self-determination to make informed decisions.
- Has a responsibility to treat people with dignity in a caring, courteous and respectful manner.
- Demonstrates cultural competence and values diversity.
- Believes in the importance of human relationships and in the promotion of informal support networks.
- Is committed to social justice in that every individual has the right and access to equal opportunity.
- Works to become an integral part of a successful management team.
- Is a careful steward of scarce and limited resources.
- Promotes effective collaborations between housing providers, service providers and the broader community.
- Is committed to advancing the profession through leadership, education, advocacy and leading by example.
- Has a duty to also take care of him/herself.

New Hampshire Housing requires that RSCs and their organizations adhere to the New Hampshire Resident Service Coordination Code of Ethics to guide them in their actions and decision-making (New Hampshire Housing RSC Manual, p. 17-18).