

Code of Conduct

Jordanian Social Workers

Issued by the Jordanian Association for Social Work

Article (1): This document is titled the Code of Conduct for Jordanian Social Workers, and is considered as an obligatory reference for the regulation and the practice of Jordanian Social workers effective as of the date it is duly approved.

Article (2): The following words and phrases will have the meanings herein indicated unless the context states otherwise.

The Ministry: The Ministry of Social Development (MoSD)

The Minister: The Minister of Social Development

JASW: Jordan Association for Social Work

Code of Conduct: The Code of Conduct for Jordanian Social Workers.

Social Worker: A person who has obtained at least one regular track university degree in social work (social services) from one of the recognized universities including a minimum of 80 accredited hours of specialized subjects and had undertaken at least 700 hours of field training, in accordance with the accreditation criteria and regulations issued by official bodies.

Beneficiary: An individual, group, institution or community seeking or receiving services.

Article (3): Social work (social service) is a profession which focuses on scientific knowledge, practice and ethical values. It is aimed at enhancing the social performance of individuals and groups, enabling them to address the arising challenges. It also seeks to help them invest their resources and lead an integrous, in a community that is safe and stable where individuals enjoy equity, justice and non-discrimination.

Article (4):

- The code is based on Islamic values, Jordan Constitution, the legislation in force as it upholds the following principles:
 - Social justice
 - Human dignity
 - Human fraternity and communication
 - Family and community unites
 - Integrity, responsibility and accountability
 - Fidelity and competency.

- **Main objectives:**

- To regulate the professional practice and provision of best services.
- To secure beneficiaries' rights
- To safeguard social workers' rights
- To improve the profession of social work and the performance of social workers

Article (5): General Professional Obligations of Social Workers:

1. To respect the higher, constitutional and legal legislations, and to keep into consideration the public welfare.
2. To adopt ethical values such as fidelity, honesty, devotion, tolerance and patience.
3. To be presentable in the place of work.
4. To be professional and just in dealing with beneficiaries, away from any sort of geographical, spatial, sexual or caste-based discrimination.
5. To strive for professional growth and advancement.
6. To not to accept gifts or money or in-kind donations from beneficiaries or trainees.
7. To abide by the requirements of the Code of Conduct and to refrain from any behavior or practice that may run counter to what is stipulated in the Code of Conduct.

Article (6): The obligations of social workers toward beneficiaries

1. To provide services within their purview, expertise and responsibilities
2. To respect appointments of interviews and agreed on meetings with beneficiaries.
3. To seek knowledge about the beneficiaries' rights or needs in order to obtain a concise description in a comprehensive and holistic perspective for the purposes of analysis, evaluation and intervention.
4. To obtain the prior approval from the beneficiary or his/her custodian in case of voice or video recording.
5. To inform the beneficiary of the analysis's results, alternatives and methods, and obtain the prior approval from them, and to familiarize them about the services they are eligible for.
6. To respect the will and choices of beneficiaries after listing the available options for them.
7. To abide by the obligation of discretion about the beneficiary or any related person unless the beneficiary or any related person is subject to any risk, or by a judicial order.
8. To avoid involving a third party in providing any assistance to the beneficiary without his/her knowledge or approval.
9. To obtain a prior approval from the parents or the guardian of the beneficiary if he/she is underage or has any kind of disability which may prevent the beneficiary's freedom to act or might hinder his/her legal capacity.
10. To refer the beneficiary to a specialist if needed.
11. To refrain from any kind of exploiting beneficiaries for any personal, material, social, emotional or sexual benefits.

Article (7):

Social worker's obligations towards coworkers

1. To treat coworkers with respect, build bridges of trust and provide support.
2. To collaborate with co-workers to provide the best service to beneficiaries and achieve personal and professional growth.
3. To maintain good work relationships with colleagues of different specialisations.
4. To embrace work ethics and refrain from unscrupulous behaviors such as gossiping or bad-mouthing and avoid harsh criticism of any kind.
5. Should a dispute or a disagreement arise between coworkers, reasoning must prevail and sound debate practices ought to be followed.
6. To make sure of keeping beneficiaries or trainees unaffected from any personal disagreement arising between co-workers and social workers.
7. To maintain the obligation of discretion shared between coworkers in the context of official and professional relationships.

Article (8):

Social workers' obligations towards the institution for which s/he works:

1. To abide by the instructions and regulations of the institution in relation of undertaking job duties and networking relationships.
2. To refrain from using any properties which belong to the institution for any personal or private purposes.
3. To keep officials informed about any act contradicting the code of conduct.
4. Avoid undertaking any behavior or act (whether requested by the institution or other) which contradict what is indicated herein.
5. To keep beneficiaries' records (hard and soft copies) in a secure place.
6. Not to disclose any information, data or statement to the media about the institution, its work, activities nor programs unless approved by the administration and in accordance with its regulations and instructions.

Article (9):

Scientific research

Social workers should abide by the following:

1. To follow a scientific approach in an objective and credible manner;
2. To follow a quantitative and qualitative integrated approach that contributes to a precise identification of issues, the provision of proposed solutions and the appropriate professional interventions;
3. To inform beneficiaries subject to the research about the objectives, procedures, methodology of the research, and to obtain their approval without any coercion of any kind;

4. To obtain a prior approval for the research procedures from the concerned authorities such as the boards or committees or who acts in its capacity;
5. To comply with the legal safeguards including legislations related to data protection, obligation of discretion and respecting the beneficiaries' privacy;
6. Should the beneficiary subject to research is underage or has a disability which prevents him/her from making decisions, the prior approval ought to be obtained from his/her guardian, and to respect his/her wishes to withdraw at any time;
7. To keep information confidential and ensure the privacy of the people subject to the research;
8. Should subjects of a research be prone to any psychological, social or physical damage, the researcher must terminate his/her research, review their plans and procedures and not use the research results;
9. To respect the rights of subjects in a research of being informed about the results of the research, and to recognize their efforts and participation.
10. To adhere to the principles of integrity and transparency when requesting funding, ensuring that it is in accordance with the legislation in force.

Article (10): Education and training

1. The social worker is ought to provide the students and trainees with knowledge and skills as much as possible, in accordance with laws of the institution and training timeframe.
2. Continuous development of theoretical and practical knowledge.
3. The evaluation of trainees' performance objectively, adhering to the accredited and announced criteria issued by training and education institutions.
4. To inform beneficiaries about any services provided by trainees.

Article (11): General Provisions

1. This Charter regulates the professional Code of Conduct for all social workers and social service practitioners, and as a guidance to institutions and programs involved with the employment, education and training of social workers.
2. Social service institutions should commit themselves to the employment of social workers who are specialized in social services and related functions.
3. Education institutions and accreditation boards should ensure that the academic programs related to social service or social work are compliant with national and international accreditation criteria, and that academics teaching these programs should have the minimum academic and professional qualification.
4. Field practitioners, lacking academic qualifications, should be offered a fare compromise in accordance with the provisions of this Charter and in collaboration between t
5. he Ministry, JASW and universities. This should include the development of accredited professional and academic programs.
6. The head of JASW and the Administrative Board are in charge of the execution of the requirements indicated herein.