
WSP Alumni Program Code of Professional Conduct

The following principles of ethical behavior and best practices guide and protect Support Specialists working within the WSP Alumni Program. Support Specialists strive to maintain a high level of professional standards. These standards are outlined in the training, policies and procedures of WSP Alumni Program. Underlying these principles is the commitment to supporting the WSP Job Seeker in achieving his/her employment goal.

Confidentiality and Privacy

Support Specialists provide services that respect the privacy, integrity and confidentiality of WSP job seekers.

This means that all names, private information and assignment-related information are kept strictly confidential. Any paperwork relating to the job seeker and maintained by the Support Specialist must be kept in a secure and locked file at home, and destroyed when no longer in use. Support Specialists must have their own, unshared email address that only they access. Support Specialists are prohibited from keeping job seekers' information that is not relevant to the assignment and strongly encouraged not to keep personal information unless necessary. The Support Specialist is expected to communicate and collaborate with the WSP Alumni Program Administration staff to include the submission of documentation and deliverables outlined during the training(s). Additionally, the Support Specialist is encouraged to reach out to WSP Program Administration with specific questions or concerns. WSP Program Administration is responsible for being in communication with the assigned Vocational Rehabilitation Counselor from the New Jersey Commission for the Blind and Visually Impaired. The Support Specialist may also communicate with the job seeker's job coach, as necessary.

Respect and Dignity

Support Specialists believe that WSP job seekers have the right to be treated with respect and dignity, and that these job seekers are the experts on their own life experiences.

This means that Support Specialists value and appreciate the diversity of human experiences and cultures. Support Specialists demonstrate the ability to provide support in a nonjudgmental manner to a job seeker by displaying behaviors that are cooperative and supportive, and by communicating both clearly and respectfully.

The relationship between the Job Seeker and the Support Specialist is a partnership based upon trust and open, honest and comfortable communication.

When Support Specialists are working, their attention is fully focused on providing services for the Job Seeker. They are not making personal phone calls, chatting with others, shopping, or otherwise combining personal needs or errands with the job.

Professional Development

Support Specialists must satisfactorily complete the WSP Alumni Support Specialist Training Program and must willingly accept guidance, feedback and constructive criticism from the Job Seeker and WSP Alumni Program Administration.

Although the WSP Alumni program provides periodic mandatory professional development activities, and Support Specialists attend these training activities, Support Specialists must also recognize their professional responsibility to seek improvement. They are encouraged, but not required, to attend additional workshops and trainings, interact with colleagues, read current literature in the field, and ask for support when needed.

Additionally, Support Specialists are expected to access the website (<https://njcsed.tcnj.edu/work-skills-preparation-program/wsp-supp-spec/>) for resources, tools, etc.

Professionalism and Business Practices

Support Specialists provide a professional level of service consistent with current best practices. Additionally, they follow through on commitments and maintain professional communication with the Job Seeker, WSP Alumni Program Administration, the job coach (if applicable) and businesses (potential partners, employers, etc.).

The Support Specialist will submit all documentation and deliverables (outlined during training(s)) to WSP Alumni Program Administration. Additionally, all documentation and deliverables will be completed professionally and submitted in a timely manner.

The Support Specialist will first be provided with basic information (scheduling and location) about a potential Job Seeker with whom to work. The Support Specialist will consider the location, schedule, and skills before agreeing to accept the 90-day agreement.

In the provision of services, Support Specialists display professional conduct and follow a professional dress code. The Support Specialist should always wear his/her ID Badge while working directly with the Job Seeker. Each Support Specialist is a representative of The College of New Jersey; communication and conduct must always reflect TCNJ positively.

Support Specialists are committed to person-centered planning and therefore, support the Job Seeker to advocate for his/her hopes, goals and dreams.

Conflict of Interest

Support Specialists do not provide services where they can personally or financially benefit. Support Specialists do not provide personal care services, any support with case management, financial planning, or counseling services, or advocate for legal, medical, or social services. Should I discover the need for these professional services, I will refer the Job Seekers and/or their families to WSP Alumni Program Administration.

During job development, using personal contacts and connections could help facilitate an employment opportunity. The Support Specialist reserves the right to use personal connections and contacts if and only if s/he chooses to do so.

Breaches of this Code of Professional Conduct will result in possible removal from the Approved Support Specialists List, and can result in legal action if warranted.