

Contact Details

Telephone: 687027
Email: staffwelfare@gov.im

Contact us to arrange an appointment.

Staff Welfare
Nivison House
Hill Street entrance
Douglas IM1 1ET

3 words: [///panels.edit.drill](http://panels.edit.drill)

<https://what3words.com/panels.edits.drill>

"The service offered was individualised, fair and non-judgemental, understood diversity and treated information confidentially at all times. Highly recommended."

Isle of Man Government
Staff Welfare Office
Nivison House
Hill Street entrance
Douglas
IM1 1ET

Telephone: (01624) 687027



Staff Welfare Service

*Shirveish Foays Fir-failt
Reiltyus Ellan Vannin*

*"Welcoming,
non-judgemental and
professional"*



INVESTOR IN PEOPLE

Staff Welfare and You

For all of us there are times when we may need help or support with a problem, either at work or in our personal lives. Sometimes this can be found by talking to a friend, relative, colleague or line-manager.

Occasionally it can help to talk to someone who is independent and removed from the situation.

The Staff Welfare Service offers professionally trained staff who can provide emotional support, counselling and sign-posting on a wide range of issues. The Staff Welfare Officers will listen non-judgementally to the issues and discuss through any options that are available to you.

Both Civil and Public Service staff can access this service which is available for full-time, part-time, bank and seasonal staff. Staff of all levels and grades can ask to see us.

How can Staff Welfare help You?

Staff Welfare can offer emotional support, counselling and sign-posting on a wide range of issues such as:

- Work related problems
- Personal problems
- Home responsibilities
- Ill health or disability
- Returning to work after prolonged absence
- Critical incident or trauma support
- Stress, anxiety and low-mood
- Bereavement and loss

Confidentiality

Staff Welfare offers a service which is based on trust and discretion and operates under a strict code of confidentiality within the requirements of the law.

The Staff Welfare Service is an Organisational Member of the British Association for Counselling and Psychotherapy (BACP). In addition, all Staff Welfare Officers are registered members of either the BACP or the Institute of Welfare (IoW), working within the boundaries of their Ethical Frameworks.

Making Contact

We can be contacted by telephone or e-mail. When we are with clients, a voicemail message can be left in confidence. We promise to get back to you as soon as possible.

The first appointment will be a telephone assessment session and this will be made as soon as possible.

At the telephone assessment the options for help and support will be discussed, which may include the option of support from other helping agencies if appropriate.

Once the assessment is complete and if further appointments are required, you will be added to our waiting list and will be contacted within 8 weeks to arrange an appointment. This is usually for an in-person meeting though we also offer phone or video appointments. Appointments normally last between 45 minutes and an hour.

Record Keeping

Records containing personal information are destroyed once we finish our work together, with only anonymised data being retained and used for statistical purposes.